



Multimodal Passenger Experience at Attica Group

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CIT Passenger Claims Conference | Luxembourg | 30 September 2026



A rail–sea journey in practice



For the passenger, this is one journey.

The complexity becomes visible when one leg affects the next.

Attica Group and the rail–sea journey

30 years

presence in Greek and
international seas

33 vessels

current fleet

55+

destinations
Greece & Italy

7.3 million

passengers

- International Greece–Italy services via Ancona, Bari and Venice
- Long-standing cooperation with European and international rail partners, including Interrail

For Attica Group, multimodality is already part of the passenger journey.

Multimodal journeys can have different levels of integration

Self-arranged rail + ferry journey

Separate train and ferry tickets

Passenger combines the two legs independently

Interrail pass-based journey

One common travel ecosystem

Different modes and operators, but a stronger expectation of continuity

Both combine rail and sea — but the passenger experience and level of integration are not the same.

Different modes, different operational realities

RAIL

- Higher service frequency on many rail routes
- More same-day recovery options in many cases
- More predictable transfer patterns

MARITIME

- Fewer alternative departures, sometimes not on the same day
- Weather, port operations and external dependencies
- More complex embarkation / disembarkation and capacity constraints

A scheduled arrival is not necessarily the moment when the passenger is ready to continue the journey.

The rail–sea interface

Train delayed → Ferry missed

Ferry delayed → Onward train missed

Where the journey breaks

- Who knows about the onward connection?
- How can the passenger prove the disruption to the next operator?
- Who assists the passenger when the journey is disrupted?
- What happens when the impact extends beyond one operator's leg?

One journey, different layers

Passenger view One European journey

Operational reality Rail + ferry + reservations + different operators

Framework reality Different operational and passenger-rights frameworks

What changes when the passenger actually needs help?

Practical ways to support the passenger journey

Recognised proof of disruption

A practical first step

Clearer information

Between passenger and operators

Realistic connection planning

Port–station transfer matters

Practical passenger assistance

Where possible

**The objective is not necessarily one set of rules,
but a smoother passenger experience across modes.**

Attica experience: beyond the ticket value

A zero-fare ticket does not mean zero passenger impact.

CASE 1 | Pass-based travel

Zero-fare ferry ticket

Disruption → passenger requests compensation

Case-by-case goodwill solution

CASE 2 | Onward rail connection

Ferry delay

Passenger needs official proof to amend onward train travel

Arrival / delay certificate issued



TO WHOM IT MAY CONCERN

Please be advised that today, April 27th 2025 our vessel SUPERFAST
arrived at the Port of Bari at 12:15 hours (local time).

Ref. 91266764 – Passenger: S [REDACTED] B [REDACTED]

On behalf of
ATTICA GROUP



Nicholas Triantafyllidis
Customer Services & Hotel Operations Director

Maritime PRR framework + case-by-case customer care

Back to the passenger

Munich — Ancona — Patras

Multimodality should not require passengers to understand where one legal regime ends and another begins.

The challenge is not only to protect each leg of the journey, but to preserve the continuity of the passenger experience.

Thank you