

Case 1: Berlin – Prague

Description of the case

- The passengers wanted to travel from Berlin to Prague on 29 June 2026 with the following connection:
 - RJ 179: Berlin Hbf – Praha hl.n., scheduled departure at 19:28 and arrival at 23:31.
- The passengers held an international train-linked ticket (TLT) “First Minute Europe” issued by ČD for this journey. The travel document cost 78.50 EUR (1,947 CZK).
- RJ 179 was cancelled at Berlin Hbf.
- According to the passengers’ claim, no further connection to Prague was available that day. The passengers therefore arranged accommodation in Berlin and continued their journey the following day.
- The passengers submitted a claim to ČD and requested:
 - compensation for the disrupted journey;
 - reimbursement of the accommodation costs of 284.21 EUR.

Questions for discussion

1. Who is the undertaking competent to handle the claim according to the AIV? Who is the issuing undertaking of the ticket, and who are the successive carriers involved in the journey?
2. Who would be the “carrier on the spot” (responsible for assistance) in this case in Berlin according to the AIV (see in particular points 3.3.1 and 4.3.1 of the AIV)?
3. Were the passengers entitled to compensation based on the ticket price and to reimbursement of the accommodation costs? If so, who should do what under the AIV?
4. Can the costs be allocated between the undertakings involved and, if so, how?
 - a) the compensation based on the ticket price;
 - b) the reimbursement of the accommodation costs.
5. How are such costs settled between the undertakings? Do you know the clearing mechanism used between railway undertakings in the context of claims handling?

Documents

- ČD ticket Berlin – Prague
- Passengers’ claim submitted to ČD
- DB confirmation of the cancellation of RJ 179
- Hotel invoice for the night of 29/30 June 2026

CIV 1154

Platí/Gültig: 29.06.2026-30.06.2026

30		Z/FROM/VON	→	DO/TO/NACH	30		TŘÍDA/ CL./KL.
*	*	BERLIN	→	PRAHA	*	*	2
*	*	*	→	*	*	*	*

VIA <1080> BERLIN WESTK/SCHOENEFLD) *DRESDEN*B.SCH*SCHOENA (GR)
<1154> JSTI NL*KRALUPY NV*****

2 x VČASNÁ JÍZDENKA EVROPA/FIRST MINUTE EUROPE
Povinný vlak/Zugbindung rj 179 odj./Ab. 29.6.
29.06. 19:28 rj 179

Cena 1736 Kč
Price 70 EUR

Vrácení možné do 24:00 před 1. dnem platnosti, srážka činí 3 € za osobu. V den odjezdu a později činí srážka 100 %. / V případě mimořádností na železnici platí jízdenka i na následující spoje zúčastněných dopravců. / Ověřte si čas odjezdu na www.cd.cz / Tento doklad je samostatnou přepravní smlouvou // Refundable until 24:00 before first day of validity. Service charge € 3 / person. On the departure date and thereafter, the service charge is 100 %. / In the case of rail emergencies, the ticket is also valid for the following connections of the participating carriers. / Reconfirm timetable at www.cd.cz / This travel document constitutes a separate contract of carriage.

Jízdní řád Timetable

Stanice	Odj. / Příj.	Místo / Seat
Berlin Hbf (tief)	29.06. 19:28 rj 179	
Praha hl.n.	29.06. 23:31	

Jízdní doklad zakoupený u obchodníka, který zprostředkovává nákup v e-shop ČD bez autorizace ze strany ČD, nemusí být uznán za platný. / A travel document purchased from a merchant who arranges the purchase in the ČD e-shop without authorisation may not be recognised as valid.

Údaje pro kontrolu

Control data
Doklad číslo / Document no.:

Jméno / Name:

Kód transakce / Transaction code:

Kód nepřehýbejte! / Do not fold the barcode!

CIV 1154

00 Dospělí/ERW.
01 Dítě/KIND 9 J.

Platí/Gültig: 29.06.2026-30.06.2026

30		Z/FROM/VON	→ DO/TO/NACH	30		TŘÍDA/ CL./KL.
*	*	BERLIN	→ PRAHA	*	*	2
*	*	*	→ *	*	*	*

VIA 1080> (BERLIN WESTK/SCHOENEFLD) *DRESDEN*B.SCH*SCHOENA (GR)
<1154>USTI NL*KRALUPY NV*****

Rezervace/Reservierung (místo/Platz)

1 x Zur Fahrkarte NR. *49-0403-140

Cena 211 Kč
Price 8,50 EUR

Vrácení je možné do 24:00 před prvním dnem platnosti bez srážky. V den odjezdu a později činí srážka 100 %. / Ověřte si čas odjezdu na www.cd.cz / Tento doklad je samostatnou přepravní smlouvou // Returns are possible until 24:00 (midnight) prior to the first day of validity without a service charge. On the departure date and thereafter, the service charge is 100 %. / Reconfirm timetable at www.cd.cz / This travel document constitutes a separate contract of carriage.



Jízdní řád a rezervace

Timetable and Reservations

Stanice	Odj. / Přij.			Místo / Seat
Berlin Hbf (tief)	29.06. 19:28	rj 179	260	44 - 47
Praha hl.n.	29.06. 23:31			

Údaje pro kontrolu

Control data

Doklad číslo / Document no.:

Jméno / Name:

Kód transakce / Transaction code:

Kód nepřehýbejte! / Do not fold the barcode!



České dráhy, a.s.

Praha 1, Nábřeží L. Svobody 1222, 110 00

English translation - personal data anonymised

Acknowledgement of receipt of a claim under the contract of carriage

Confirmation no.: [REDACTED]

Travel document: [REDACTED]

Date of issue: **10 June 2026, 17:08:22**

Date of journey: **29 June 2026**

Route: **Berlin Hbf (tief) - Praha hl.n.**

Price: **1,947 CZK**

Type of document: **TICKET**

Order no.: [REDACTED]

Applicant: [REDACTED]

Email: [REDACTED]

Reason: **other**

Your request will be processed as soon as possible and no later than 3 October 2026, in accordance with Section 39(2) of Decree No. 175/2000 on the Rules of Carriage for Public Rail and Road Passenger Transport. A claim for compensation will be processed no later than within one month.

Description:

I request compensation due to the cancellation of the train and all other connections from Berlin back to Prague on that day. We had to find accommodation and continue our journey only on the following day. I attach the hotel invoice and DB confirmation of the train cancellation.

NOTICE

By submitting a claim under the contract of carriage, the original travel document becomes invalid pursuant to Article 16(e) of the CD Contractual Conditions of Carriage for Public Rail Passenger Transport and may no longer be used for travel.

A claim under the contract of carriage is not intended for questions, suggestions or complaints. For technical reasons, no reply can be provided to such submissions. For requests other than the return of a travel document, please use the contact form on www.cd.cz or the paid telephone line 221 111 122.



Bescheinigung für den Zug **RJ 179** in
Berlin Hbf am **29.06.2026**

Zug	Bahnhof	Geplante Zeit	Tatsächliche Zeit	Abweichung
RJ 179	Berlin Hbf	An 19:23	Ausfall	-
		Ab 19:28		

Gültigkeitsbeleg

Dieser Beleg ist ein offizieller Ausdruck der Deutschen Bahn AG und daher ohne Stempel und Unterschrift gültig. Zur Überprüfung der Gültigkeit rufen Sie bitte die unten stehende Validierungs-URL über Ihren Browser auf oder scannen Sie den unten stehenden QR-Code mit einem internetfähigen Endgerät ein.

Validierungs-URL

www.bahnhof.de/bescheinigungsservice/11SUN0KD

Bitte beachten Sie, dass die Validierungs-URL maximal **30 Tage** nach Eintreten online verfügbar ist.



① Diese Bescheinigung und Ihre Online-Validierung sind auf Deutsch zur Vorlage bei Zugpersonal oder anderen offiziellen Stellen.

Aussteller
Ausstellungsdatum
Besteuerungsdatum

30.06.2026

Bankverbindung

Kontoinhaber
Name der Bank
IBAN
BIC

DieApart GmbH
Commerzbank
DE97 1208 0000 4050 1530 00
DRESDEFF120

SHORT-TERM STAY

RECHNUNGSPOSTEN	KONSUMIERT	MWST	BRUTTO	ANZAHL	GESAMTBETRAG
Short-term Stay	9.06.2026 - 30.06.2026, Comfort 3.4				
Nacht 29.06.2026	29.06.2026	(7 %)	€264,38	1	€264,38
Gesamtbettensteuer	29.06.2026 - 29.06.2026	(7 %)	€19,83	1	€19,83

GESAMTBETRAG		€284,21		
STEUERSATZ FÜR MWST	NETTOBETRAG	MWST	BRUTTOBETRAG	
7 %	€0,00	€0,00	€0,00	
Gesamtbetrag	€0,00	€0,00	€0,00	

ANZAHLUNG	KONSUMIERT	NETTOBETRAG	MWST	BRUTTO	ANZAHL	GESAMTBETRAG
Short-term Stay	9.06.2026 - 30.06.2026, Comfort 3.4					
Rechnungsnummer	29.06.2026	-€265,62	-€18,59 (7 %)	-€284,21	1	-€284,21
Gesamtbetrag						-€284,21

SALDO	€0,00
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STEUERDATENSATZ

TSE-Transaktion		TSE-Signaturscount	
TSE-Start (UTC)	30.06.2026 06:57:46	TSE-Zeitformat	unixTime
TSE-Stop (UTC)	30.06.2026 06:57:46	TSE-Hashalgorithmus	ecdsa-plain-SHA256
TSE-Seriennummer		TSE-PublicKey	
TSE-Signatur		Client-ID	

Kontakt	Unternehmen	Bankverbindung
Apartments am Brandenburger Tor Behrenstr. 1C 10117 Berlin Tel. +49 (30) 200757 0 Fax +49 (30) 200757 11 www.apartments-mitte.de info@apartments-mitte.de	Die Apart AG Charlottenburg HRB 110390 B St.-Nr. 30/260/31328 USt-IdNr. DE119429939	DieApart GmbH Commerzbank IBAN: DE97 1208 0000 4050 1530 00 BIC: DRESDEFF120