

Case 3: Helgoland - Ferry and Rail Journey

The journey

The Schmidt family (fictive name) would like to travel back home from the German island of Helgoland in the North Sea. They book a ticket for the ferry crossing and for the subsequent train journey.

A. First page of the ticket:



C/N 1080

Online-Ticket



Barcode bitte nicht knicken!

ICE Fahrkarte

Gültigkeit: 25.07.2025 00:00 Uhr bis 06.08.2025 10:00 Uhr

Sie können alle Züge nutzen, die auf Ihrer Fahrkarte angegeben sind. Für Züge des Nahverkehrs (z.B. RE, RB, S) besteht keine Zugbindung.

Sparpreis (Hin- und Rückfahrt)

SEE 207

Klasse: 2. Klasse

Reisende: 2 Personen (27-64 J.)

1 Person (15-26 Jahre)

Hinfahrt: Betzdorf(Sieg) → Helgoland mit ICE

Via: <1080>SIGB*K*(D*RHH*OB/HA)*MS*OS*HB

*HAR*STD*Cuxhaven<207;See 207>

Zugbindung: ICE 920, 02:09 Uhr am 26.07.2025

Rückfahrt: Helgoland → Betzdorf(Sieg) mit ICE

Via: <207;See 207>Cuxhaven<1080>STD*HAR*HB

*OS*MS*(HA/OB*RHH*D)*K*SIGB

Zugbindung: ICE 921, 22:56 Uhr am 04.08.2025

Sie können Ihre Fahrkarte bis einschließlich 24.07.2025 gegen 10,00 € Entgelt stornieren. Über den verbleibenden Betrag erhalten Sie einen Gutschein. Danach ist eine Stornierung ausgeschlossen.

Gesamtpreis 440,94 €. Gebucht am 01.01.2025 um 13:07 Uhr.

Dieses Dokument ist nicht vorstempelungsfähig.

Hans Schmidt

Auftragsnummer: [REDACTED]

Zugensabdruck Hinfahrt

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Zugensabdruck Rückfahrt

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Ihre Reiseverbindung und Reservierung - Hinfahrt am 25.07.2025

Halt	Datum	Zeit	Gleis	Produkte	Reservierung / Hinweise
Betzdorf(Sieg)	25.07.	ab 22:28		RE 9 (10938)	
Köln Hbf	25.07.	an 23:36			
Köln Hbf	26.07.	ab 02:09		ICE 920	
Hamburg-Harburg	26.07.	an 06:38			
Hamburg-Harburg	26.07.	ab 07:23		RE 5 (14507)	
Cuxhaven	26.07.	an 08:50	1		
Cuxhaven(Fährhafen)	26.07.	ab 09:30		Ship	
Helgoland(Südhafen)	26.07.	an 12:00			

Ihre Reiseverbindung und Reservierung - Rückfahrt am 04.08.2025

Halt	Datum	Zeit	Gleis	Produkte	Reservierung / Hinweise
Helgoland(Südhafen)	04.08.	ab 18:00			
Cuxhaven(Fährhafen)	04.08.	an 20:30		Ship	
Cuxhaven	04.08.	ab 21:09	3	RE 5 (14532)	
Hamburg-Harburg	04.08.	an 22:38			
Hamburg-Harburg	04.08.	ab 22:56		ICE 921	
Köln Hbf	05.08.	an 03:02			
Köln Hbf	05.08.	ab 04:31	10 A-B	S 12	
Au(Sieg)	05.08.	an 05:39	31		
Au(Sieg)	05.08.	ab 05:43	32	HLB RB90	
Betzdorf(Sieg)	05.08.	an 06:04		(61681)	

Hans Schmidt

25 07



Jetzt Online-Ticket in die
DB Navigator App
laden und Echtzeit-Infos zu
Ihrer Reise erhalten!

Ticketcode: CIT2026LUX

Seite 1 / 2

B. Second page of the ticket:

Important notice:

- Your ticket is only valid in connection with an official picture ID. This must be shown at ticket controls.
- The domestic and international GCC of DB apply. You will find them under www.bahn.de/AGB and www.diebefoerderer.de (in German only).
- In principle, one ticket equals one contract of transport, several tickets equal several contracts. Concerning the journey by rail, this ticket constitutes a through ticket in the sense of the Passenger Rights Regulation (EU) 2021/782. If the ticket includes travel by another mode of transport besides rail (e.g. by ferry to the North Sea islands, local public transport), the following applies: The ticket then constitutes a separate contract of carriage for each direction and for each mode of transport. Liability for claims under passenger rights therefore applies only to the respective contract of carriage.

What happened?

- When the Schmidt family arrive at the harbour at the time stated on their ticket, they discover that the ferry left two hours earlier.
- Due to an impending storm, no further ferries are running on that day or the following day. The family therefore has to book two additional nights of accommodation on Helgoland.
- Mr Schmidt contacts the DB helpline about options for continuing the journey. He then purchases two new tickets - one for the ferry crossing and one for the subsequent train journey.
- It later turns out that the ship had sailed earlier in order to avoid the approaching storm front.
- The Schmidt family would like DB to reimburse the costs of the two additional nights of accommodation, the new ferry ticket and the new rail ticket.

Questions for discussion

1. Which contracts of carriage and which carriers are involved in this multimodal journey?
2. Are the passengers entitled to reimbursement of the costs of the additional accommodation and the newly purchased ferry and rail tickets? If so, from whom?

Variation

Would your assessment be different if the shipping company had provided DB with an incorrect (late) departure time from the beginning?

Relevant contractual and legal framework

The North Sea Islands tariff applies to the journey. Among other issues, it stipulates:

Source	Relevant point
North Sea Islands tariff - 2.1 Legal Basis	For travel by rail, Regulation (EU) 2021/782, the General Railways Act (AEG) and the Rail Traffic Regulations (EVO) apply. Regulation (EU) No 1177/2010 applies to travel by ship.
North Sea Islands tariff - 3.2	A contract of carriage is concluded exclusively with the transport operator acting as the carrier whose means of transport the passenger uses. For different modes of transport, the principle is: "One mode of transport - one contract of carriage; several modes of transport - several contracts of carriage". In such cases, the ticket documents several independent contracts of carriage. This does not give rise to joint and several liability on the part of several carriers.
North Sea Islands tariff - 5.2	If cancellation or delay of a ship or a flight prevents passengers from continuing the journey as planned with a connecting train, the train-specific condition is waived for a train-linked ticket and the passengers may continue via an alternative route to the destination station at the earliest opportunity. The same applies if it is already apparent before the start of the journey that the connecting ship or flight following the booked train has been cancelled.