

Agreement on Journey Continuation

What to do if you miss your connection on an international journey

If you are on an international journey and miss a connecting train due to delay or cancellation, you may still be able to get to your booked final destination at no extra cost. This applies whatever the ticket or tickets that you hold for the journey. A ticket that has been issued to you is evidence of a contract (the 'contract of carriage') between you and each train company ('carrier') whose trains you have a right to use. If you hold just one 'contract of carriage' for the whole journey (technically, a 'through-ticket') you already benefit from certain passenger rights under European law – see

https://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm.

However, you may have two or more 'contracts of carriage' (often, this means that you have also received different tickets) for the various railway services making up your overall journey. In this case, you may benefit from a commercial arrangement between companies which are signatories of the AJC (the Agreement on Journey Continuation).

As of September 2024, these companies are BLS and SBB/CFF/FFS (**Switzerland**), CD (**Czech Republic**), CFL (**Luxembourg**), DB (**Germany**), DSB (**Denmark**), Eurostar International Limited * (**United Kingdom, France, Belgium and the Netherlands**), GYSEV and MÁV-START (**Hungary**), HŽPP (**Croatia**), NS (**Netherlands**), ÖBB (**Austria**), PKP IC (**Poland**), Renfe (**Spain**), SJ (**Sweden**), SNCB/NMBS (**Belgium**), SNCF (**France**), SZ (**Slovenia**), THI Factory* (**France, Belgium, Germany and the Netherlands**), Trenitalia (**Italy**), and ZSSK (**Slovakia**).

Your travel plans must allow 'reasonable connecting time' at those places where you change trains. In addition to any extra time that you may need personally – for example, if you have reduced mobility – 'reasonable connecting time' is that advised by the official railway journey planners, plus a few minutes to spare.

By planning your journey in this way, you should be able to take a later train if you miss your connection, on condition that the later train is also operated by the same company whose planned service you missed and for which you had a ticket. The company is usually shown on your ticket.

First, however, you will need to get a delay or cancellation confirmation from a member of staff of the company whose train was delayed or cancelled – such as a ticket inspector or train manager. Please then show the confirmation to the staff of the company whose later service you wish to catch to continue your journey.

If you run into difficulties, seek help from railway staff. They should be trained in the provisions of the AJC and be able to give you the support that you need to complete your journey. The railway undertaking may be unable to offer you a seat on every later train because some might be fully booked, while a few services are excluded from the AJC. However, the railway staff are there to help you and the key thing is to explain your needs to them.

This note was drafted in collaboration between the International Rail Transport Committee (CIT) and the European Passengers' Federation (EPF). It is intended as an informal guide to what to do if you miss your connection on an international journey. More details about the AJC can be found online at: <https://www.cit-rail.org/en/passenger-traffic/products/> and <https://www.cer.be/cer-eu-projects-initiatives/agreement-on-journey-continuation-ajc>.

* Eurostar International Limited (EIL) and THI Factory (THIF) run their trains using the commercial brand of "Eurostar".