

Office of Rail Transport

<https://utk.gov.pl/en/new/17631,Rail-passenger-rights.html>
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Rail passenger rights

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EU rules on rail passenger rights apply when you travel by rail within the EU, and generally apply to all rail journeys and services. The most important documents for every rail passenger is Regulation (EC) No 1371/2007 on rail passengers' rights and obligations. It aims at establishing rights and obligations for rail passengers in order to protect them particularly when travel is disrupted and to improve the efficiency and attractiveness of rail passenger services. Here, you can get the main information about your rights before and during a trip.

COMPENSATION IN CASE OF DELAYS AND CANCELLATIONS

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/odszkodowanie/12117,Masz-prawo-do-odszkodowania-w-przypadku-opoznienia-lub-odwolania-pociagu.html>

In the case of a delay of more than 60 minutes in the arrival at final destination, passengers have the right to:

- the reimbursement of the full cost of the ticket for the part of the journey not made; or
- continuation or re-routing under comparable transport conditions at the earliest opportunity or at a later date at the passengers' convenience.

If passengers do not opt for reimbursement but for continuation of the journey, they may claim a minimum compensation equivalent to:

- 25% of the ticket price for a delay of 60 to 119 minutes;
- 50% of the ticket price for a delay of 120 minutes or more.

Railway undertakings may introduce a minimum threshold under which payments for compensation will not be paid. This threshold shall not exceed EUR 4.

In the case of a delay in arrival or departure of more than 60 minutes, passengers have the right to:

- receive information on the situation and the estimated departure and arrival time;
- meals and refreshments within reasonable limits;
- accommodation where a stay of one or more nights becomes necessary;
- transport to the railway station or to the alternative departure point or to the final destination if the train is blocked on the track

SAFE TRAVEL

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/bezpieczna-podroz/12118,Masz-prawo-do-bezpiecznej-podrozy.html>

Railway undertakings, infrastructure managers and station managers are obligated to ensure safety on the train and on the station. If you see strange luggage notify security staff about it. If you need help on the train notify the conductor/ticket inspector.

Emergency numer - 112

Rail Protection Services - 22 474 00 00

COMPLAINTS

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/mozliwosc-zlozenia-skar/12119,Masz-prawo-do-zlozenia-skargi.html>

If you think your rights have not been respected, you should first send your complaint to the railway company, who must reply within 1 month. If you don't receive a reply from the railway company within 1 month or you are not satisfied with the reply, you can complain to [the relevant national authority in your country](#). The national authority should provide you with a non-binding legal opinion on how to proceed with your claim.

The Office of Rail Transport (Polish abbreviation UTK) was established on 1 June 2003 within the framework of adjusting the Polish railway market to the requirements binding in the European Union.

Our address:

Urząd Transportu Kolejowego (UTK)

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TROUBLE-FREE TICKETS PURCHASE

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/bezproblemowy-zakup-bil/12120,Masz-prawo-do-bezproblemowego-zakupu-biletu.html>

You can buy a ticket:

- a) at ticket offices or selling machines or
- b) on board trains.

If you want to travel from a station where there is no ticket office, get on the train through the first door.

Remember, you cannot buy a ticket on board of Express InterCity Premium (EIP) trains.

If there is no ticket office or selling machine in the station of departure, passengers shall be informed at the station:

- (a) of the possibility of purchasing tickets via telephone or the Internet or on board of the train, and of the procedure for such purchase;
- (b) of the nearest railway station or place at which ticket offices and/or selling machines are available.

HELP BEFORE AND DURING THE TRIP

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/pomoc-w-podrozy/12121,Masz-prawo-do-pomocy-przed-podroza-i-w-jej-trakcie.html>

The EU rail passenger rights legislation ensures that persons with disability and reduced mobility may travel in a way that is comparable to other citizens. Thus, the regulation gives them the following rights:

- the right to non-discriminatory access to transport at no additional charge;
- upon request, to be provided with information concerning the accessibility of rail services and stations;
- an assistance free of charge on board trains and at staffed stations (passengers are requested to give 48 hours' notice of their assistance needs before departure);
- the right to compensation if the rail undertaking is responsible for the loss or damage

of their mobility equipment.

RELIABLE INFORMATION

<https://utk.gov.pl/pl/pasazerowie/prawa-pasazera/rzetelna-informacja/12122,Masz-prawo-do-rzetelnej-informacji.html>

When you buy a ticket, the railway company or ticket vendor give you upon request clear information on:

- general conditions applicable to your journey
- time schedules and conditions for the lowest fares and the fastest trip
- accessibility, access conditions and availability on board of facilities for [people with disabilities or reduced mobility](#)
- services available on board
- procedures for reclaiming lost luggage
- complaint procedures

During your trip, the train operator must give information about on-board services, delays, security and safety issues and connecting services. If your train is delayed or cancelled, the operator must give you information on the situation in real time and provide information on your rights and obligations.