

Office of Rail Transport

<https://utk.gov.pl/en/passenger-rights/passenger-rights-in-yo/1791,Passenger-rights-in-your-smartphone.html>
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European Commission

If your train is cancelled or delayed, you always have the right to adequate information about what is happening while you are waiting. European Commission has launched an application for smartphones which covers air and rail transport and works on four mobile platforms: Apple iPhone and iPad, Android and Microsoft Windows Phone. The app is available in 22 EU languages. It covers air, rail, bus / coach transport and marine travel.

If you are told you will arrive at your final destination with a delay of at least 1 hour, you are entitled to cancel your travel plans and request an immediate refund of the cost of your ticket - sometimes in full, sometimes only for the part of the journey not made.

If you decide to continue your journey as planned or to accept alternative transport to your destination, you may be entitled to compensation of 25% of the ticket fare, if the train is between 1 and 2 hours late or 50% of the fare, if the train is more than 2 hours late.

If you feel that your rights have not been respected, the app also provides information on who to contact in order to complain.

The application is part of the Commission's "Your passenger rights at hand" campaign.

More information at the [EU page](#).

(Source: European Commission)