



Passenger Rights Claim Form

Dear Customer,

We regret the inconvenience caused to you by the delay or cancellation of a train and apologise for this.

- For a delay of 60 minutes or more in reaching the arrival station you receive compensation equivalent to 25% of the fare paid for a single journey and for a delay of 120 minutes or more 50% of the fare paid.
- Compensation of less than EUR 4.00 is not paid out.
- Detailed information on passenger rights can be found at www.bahn.com/passenger-rights.

If you hand in your completed Passenger Rights Claim Form with confirmation of the delay, together with your original ticket, at a DB Reisezentrum travel centre or the point of sale of a cooperating railway, you will receive compensation immediately (Exceptions: season tickets, mobile phone tickets, online tickets without validation stamp mark and cross-border tickets and tickets sold by foreign railways). You can obtain confirmation of the delay from the train attendant on board, or from DB Information counters or DB Reisezentrum travel centres if the delay information has been made available to them. In all other cases, please send the necessary documents by post to: DB Dialog GmbH, Servicecenter Fahrgastrechte, 60647 Frankfurt am Main, Germany.

1 Journey details

on (DD.MM.YY)* .

Departure station* Departure as per timetable*: : hrs

Destination station* Arrival as per timetable*: : hrs

I arrived on* (DD.MM.YY) . . with train (ICE/IC/RE/RE/etc.)*: Train no.*: Actual arrival*: : hrs

First delayed/cancelled train: (ICE/IC/RE/RE/etc.)*: Train no.*: Departure as per timetable*: : hrs

Please tick the relevant box and enter the station name

I missed my connection at

My last change of trains was at

I did not start my journey because of the delay or I cut short my journey at the station named here and returned (and, if applicable, travelled back) – please submit original documents

Due to the delay, I did not continue my journey at the station named here and had to continue with another means of transport/train, for which I incurred additional costs – please submit original documents

2 Preferred compensation (please tick the relevant box)

Payment at point of sale or by bank transfer

Voucher

* Required data

