



International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee

Agreement on Journey Continuation (AJC)

Information leaflet about the Agreement on Journey Continuation in respect of International Passenger Traffic by Rail (AJC)

Date: 1 September 2024

This Leaflet on the Agreement on Journey Continuation in respect of International Passenger Traffic by Rail (in short "AJC") is intended to inform passengers who want to receive specific information about the content of the agreement and how they can benefit from it. The main objective of the AJC is to assist passengers to reach their final destination in case a train is delayed or cancelled, causing them to miss one of their booked connecting trains.

After reading this Leaflet, the public should understand what the participating railway undertakings have agreed to in the form of a commercial gesture.

What is the AJC and which railway undertakings are participating in it?

- The AJC is a solution developed by different railway undertakings and offers passengers with separate successive transport contracts the possibility to continue their journey, subject to certain conditions, as a commercial gesture. As it is a commercial gesture, it is a self-binding offer from the railway undertakings and differs from the rights you can claim e.g. under the EU Passenger Rights Regulation (for further information see here: https://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm).
- Please note that not all railway undertakings belong to the AJC and that you can only benefit if your journey is made with the following railway undertakings:
BLS and/or SBB/CFF/FFS (Switzerland), CD (Czech Republic), CFL (Luxembourg), DB (Germany), DSB (Denmark), Eurostar International Limited¹ (United Kingdom, France, Belgium and the Netherlands), HŽPP (Croatia), MÁV-START and/or GYSEV (Hungary), NS (Netherlands), ÖBB (Austria), PKP IC (Poland), Renfe (Spain), SJ (Sweden), SNCB/NMBS (Belgium), SNCF (France), SZ (Slovenia), THI Factory² (France, Belgium, Germany and the Netherlands), Trenitalia (Italy), ZSSK (Slovakia).
- Sometimes, railway undertakings offer passengers other gestures/agreements besides the AJC. Be aware that where such other arrangements exist, you may possibly benefit from them as well (one such example is called HOTNAT). The staff of the relevant railway companies will help you to find the best solution for your case.

When does the AJC apply to my journey and what are the benefits?

- You are a passenger planning an international journey, or in other words, you have booked different separate tickets to travel between different countries. The purchase for the international journey may have taken place in one or more separate commercial transactions. Be aware that your trip may also comprise various domestic tickets, but that your overall journey must be an international one.
- The AJC will support you in case you have different transport contracts for the various railway services that form your journey. Often, this means that you have also received different tickets for this journey.
Please note that if you have a single contract covering the whole journey, which comprises multiple different rail services (technically this is called a "through-ticket"), you already benefit from rights according to Regulation (EU) 2021/782 on rail passengers' rights and obligations (PRR). Information about that is available here https://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm.
- A train in your travel chain was delayed or cancelled and you therefore missed one of your following trains.

¹ Eurostar International Limited (EIL) and THI Factory (THIF) run their trains using the commercial brand of "Eurostar".

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- At the locations where you need to change trains, it is important that you planned to have a “reasonable connecting time”. A reasonable connecting time means that you forecast enough time to reach another train. For this forecast, please take into account your specific situation and needs and the circumstances of the railway station. It is difficult to provide you with a definitive suggestion for each case but if you want to make sure that you have planned enough time, you should take the official railway journey planners as a guide and ideally allow a few minutes extra time on top.
- If all the above circumstances apply, you will be able to take another train of the railway undertaking whose service you missed and for which you hold a ticket. Often, you may also identify this railway undertaking by its name and logo on your ticket³.

It is unfortunately not possible to just take any other railway undertaking offering services to your destination instead.

It might be the case that railway undertakings cannot offer you a seat on every later train because they might be fully booked, or some services are excluded from the AJC. However, the railway staff of the railway undertakings involved will support you in this respect.

- The AJC will allow you only to continue the journey by train, and does not reimburse you any costs for hotels, taxis, payments for the ticket or compensation. Nor will the participating railway undertakings provide you with complimentary meals or refreshments.

What do I have to ask for?

- You should receive a delay confirmation or cancellation confirmation from the railway undertaking whose train was delayed or cancelled. You can use this confirmation together with the original ticket of the train whose service you missed⁴. The staff of the delayed or cancelled train will assist you with this. Please show this confirmation and the original ticket to the staff of the railway undertaking whose train you missed.

What should the railway staff inform me about and who can I ask for support?

- Usually, you can consult the ticket inspector, train manager, station staff, booking office, specific helpdesk, etc. to receive support and ask for advice.
- The staff are trained to support you with the AJC procedure. However, it is good that you also know what you should ask the staff for:
 - The confirmation of delay or cancellation: show this to the railway undertaking(s) whose train you missed, together with the original ticket.
 - Whether there exist specific conditions set by the railway undertaking(s) for continuing the journey (e.g. the need for a reservation etc.; the exclusion of some services).

In case the staff member you have asked for support is not the right person, ask who exactly you should contact.

³ There are also so-called carrier codes that identify the railway undertaking on the ticket. A list of these codes is available here: <https://www.cit-rail.org/en/cit-tools/list-of-codes-for-undertakings/>.

⁴ Please note that in some cases no separate delay or cancellation confirmations are issued by the respective railway undertakings. In these cases, instead of a delay or cancellation confirmation, other appropriate means such as a new ticket or/and a new reservation will be issued and entitle the passenger to continue their journey.

Questions and suggestions

- Anything unclear? Please refer [here](#) (contact list of railway undertakings).

Even though this Leaflet has been carefully prepared, errors cannot be excluded. We apologise for any errors or misunderstandings.

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