

# Refunds and exchanges

---

## Policy for Rail Passes and Reservations

Latest update: 17 April 2024, V5

**\*\* This Version 5 of our refund and exchange policy only applies to Rail Passes and Reservations purchased from 17 April 2024 to 25 June 2024 \*\***

### V5 Updates

#### *Updates included in Version 5*

- Clarified the timeframe within which a request for the exchange of a Rail Pass must be submitted
- Added conditions concerning the applicable version of the Refund & Exchange Policy, the Right of Withdrawal, and unused and partially used travel days and Reservations
- Clarified refund and exchange policy for Reservations
- Updated and clarified the process to request a refund or exchange for Rail Passes and Reservations
- General additions (such as where to find information) and changes to aid clarity and interpretation

This Refund & Exchange Policy applies to all Rail Passes purchased through Eurail.com or Interrail.eu websites or any subdomains (whichever is applicable) and any Reservation purchased through the Reservation Self-Service.

Different refund and exchange conditions (including timeframes) apply depending on the type of Rail Pass (i.e., Mobile, Paper and Promo) or Reservation purchased. These conditions and the process to request a refund or exchange are set out below.

[Definitions and  
General Matters](#)

[Conditions applying to all  
Refunds and Exchanges](#)

[Mobile Passes](#)

[Paper Passes](#)

[Promo Passes](#)

[Reservations](#)

## Definitions & the difference between a refund only and an exchange

### Definitions

There are a number of capitalised terms in this Refund & Exchange Policy. The definition of these capitalised terms (save for the following), can be found in Article 1 of the [Booking](#)

### [Conditions](#):

- 1) **Plus Upgrade**: the upgrade option that can be purchased alongside a Rail Pass entitling the Customer to a free cancellation or exchange of their Rail Pass, minus the costs of the Plus Upgrade itself. Only available for Mobile Passes.
- 2) **Promo Pass**: a Rail Pass, in either Mobile Pass or Paper Pass format, purchased as a part of a sales promotion through Eurail.com or Interrail.eu websites or any subdomains.

### What is the difference between a refund only and an exchange?

Subject to the conditions set out in this Refund & Exchange Policy:

- a **refund** only is where a Customer wishes to cancel a Rail Pass or Reservation without obtaining a new Rail Pass or Reservation; and
- an **exchange** is where a Customer wishes to obtain a new Rail Pass to replace an existing Rail Pass or change a Reservation to another time and date.

## Conditions applying to all refund and exchange requests

The following conditions apply to all refund and exchange requests:

- 1) The version of this Refund & Exchange Policy which applies to the Customer's refund or exchange request is the version in force at the time of purchase of the Rail Pass or Reservation concerned.
- 2) Any refund processed will be transferred to the Customer via the payment method used to purchase the Rail Pass or Reservation concerned. The refund may take up to 10 business days to appear in the original account, depending on the protocols of the Customer's bank and / or payment method.
- 3) The statutory Right of Withdrawal (cooling off period) does not apply to the purchase of any Rail Pass or Reservation.

- 4) Unused and partially used travel days and Reservations are non-refundable and non-exchangeable.

## Refunds & Exchanges for Mobile Passes

### When can a Customer request a refund or exchange of their Mobile Pass?

For a Mobile Pass (excluding a Promo Pass in mobile format) to be eligible for a refund or an exchange:

- it must be non-activated; and
- the request for a refund or exchange must be submitted by the Customer no later than six months after the last possible activation date of the Mobile Pass.

### How much will the refund be?

The total amount to be refunded depends on the purchase price of the Mobile Pass, whether the Mobile Pass was purchased in combination with the Plus Upgrade and whether the request is for a refund only or for an exchange. These variable refund amounts are as follows:

	With the Plus Upgrade*	Without the Plus Upgrade
For a <b>Refund</b> only:	100%**	85%**
For an <b>Exchange</b> :	100%** with no exchange fee applied	100%** <i>minus</i> an exchange fee in the amount of € 15,00***

\* The costs of the Plus Upgrade are non-refundable in all cases.

\*\* % of the purchase price of the Mobile Pass (excluding the costs of the Plus Upgrade, if applicable) to be refunded. For a refund only without the Plus Upgrade, the remaining 15% is retained as a cancellation fee.

\*\*\* The exchange fee will automatically be converted into the purchase currency.

## How to request a refund or an exchange of a Mobile Pass

**Step 1:** Log into your website account.

**Step 2:** Next,

- for an **exchange**, purchase a new Rail Pass from either Interrail.eu or Eurail.com, whichever is applicable (if you are unsure, please check [here](#) to see if you need an Interrail or Eurail Rail Pass). After purchasing your new Rail Pass, continue with the following steps to obtain a refund of your old Rail Pass that you no longer want. Our system will automatically recognise that an exchange is being requested.
- for a **refund** only, continue with the following steps.

**Step 3:** In your website account, go to 'My Account' > then 'View Pass details' > 'Refunds and exchanges'.

**Step 4:** Select the Mobile Pass you wish to request a refund for.

**Step 5:** Select a 'Return reason' for your refund or exchange request from the dropdown list.

**Step 6:** Click the 'Confirm refund' button to process your refund. The refund will then be processed automatically.

### When is a Mobile Pass activated and non-activated?

A Mobile Pass is activated when the first and last day of the validity period is defined. The validity period will be defined if the start date and end date are showing under 'Validity period' in the My Pass section of the Rail Planner app for the Mobile Pass concerned.

A Mobile Pass is non-activated when it is not activated in the Rail Planner app.

### Can an activated Mobile Pass be deactivated?

A Mobile Pass can be deactivated up to 23:59:59 Central European Time / Central European Summer time on the day before the first day of the validity period.

For instructions on how to deactivate a Mobile Pass, please see our [How can I deactivate my Pass?](#) webpage.

If the validity period has started, a Mobile Pass can no longer be deactivated.

### **How do you identify the last possible activation date?**

The last possible activation date can be identified in two different ways:

- Under 'Activate by date' in the order confirmation email sent after the purchase of the Mobile Pass; or
- Under 'Activate this Pass by' in the My Pass section of the Rail Planner app (only applicable if the Mobile Pass has been added to the Rail Planner app and no validity period has been set).

### **When is six months after the last possible activation date?**

The six-month period is calculated by adding six months to the last possible activation date. For example, if you need to activate your Mobile Pass by 1 January 2025, you can request a refund or exchange up to and including 1 July 2025.

### **How do you identify whether the Plus Upgrade has been purchased in combination with a Mobile Pass?**

If the Plus Upgrade was purchased, it will appear on the 'Payment confirmation' attached to the Rail Pass order confirmation email.

If you are still unsure, please get in contact with the Eurail Customer Service team for assistance.

### **I logged into my account to request a refund but I see the message: 'You currently have no order eligible for a refund'. What should I do?**

First, check the status of your Rail Pass. If the Rail Pass has been activated but the first travel date is in the future, you will need to deactivate your Rail Pass before requesting a refund or an exchange.

Second, please check if you are logged in to the same account that was used when purchasing the Rail Pass. If you are logged in with a different account, your Rail Pass will not appear. You will then need to log in to the same account used when purchasing the original Rail Pass.

If you still cannot see an order eligible for a refund, please get in contact with the Eurail Customer Service team.

## Refunds & Exchanges for Paper Passes

### When can a Customer request a refund or exchange of their Paper Pass?

For a Paper Pass (excluding a Promo Pass in paper format) to be eligible for a refund or an exchange:

- it must be unused (a Paper Pass is considered used on or after the first date of validity); and
- the Customer must submit their refund or exchange request within the following applicable time periods:

For a Paper Pass with a predefined start date	For a Paper Pass with a predefined start date, but certified as 'NOT USED'	For a Paper Pass without a predefined start date*
Before the first date of validity.	No later than six months after the last date of the validity period.	No later than six months after the last possible activation date.

\*Applies only to Eurail Paper Passes sold without a predefined start date. Interrail Paper Passes are not available for purchase without a predefined start date.

### How much will the refund be?

The refund amount will depend on the purchase price of the Paper Pass and whether the request is for a refund only or for an exchange. These variable refund amounts are as follows:

For a <b>Refund</b> only:	85%* **
For an <b>Exchange</b> :	100%* <i>less</i> an exchange fee in the amount of € 15,00 per Pass

\* % of the Paper Pass purchase price (excluding shipping costs, which are non-refundable) to be refunded.

\*\* The remaining 15% is retained as a cancellation fee.

### Do I have to return my Paper Pass to Eurail?

In both refund and exchange cases, the Customer must **return the original Paper Pass** (inclusive of the Rail Pass and Pass Cover) to Eurail in order to receive a refund. This can be done by using the free shipping return label provided to the Customer in the package containing the original Paper Pass.

Please note, depending on the country where the Customer sends the Paper Pass(es) from, it may take up to 8 weeks for Eurail to receive the package. In some cases, this period may be longer.

## How to request a refund or an exchange of a Paper Pass

**Step One:** Log into your website account.

**Step Two:**

- For an **exchange**, purchase a new Rail Pass (Paper or Mobile) from either Interrail.eu or Eurail.com, whichever is applicable (if you are unsure, please check [here](#) to see if you need an Interrail or Eurail Rail Pass). After purchasing your new Rail Pass, continue with the following steps to obtain a refund of your old Rail Pass that you no longer want.
- For a **refund** only, continue with the next steps.

**Step Three:** In your website account, go to 'My Account' > 'View Pass details' > 'Refunds and exchanges'.

**Step Four:** Select the Paper Pass that you wish to request a refund for and then tick the Pass Exchange or Refund option, whichever is applicable.

**Step Five:** Select a reason for your refund or exchange request from the dropdown list and then click the 'Confirm refund' button.

**Step Six:** Send your Paper Pass (both the Rail Pass and Pass Cover) back to Eurail using the free shipping return label.

- For **exchanges** only, let the Eurail Customer Service team know your **old** and **new** order numbers by filling in our [Submit a request](#) form.

**Step Seven:** Once the unused Paper Pass(es) has been received, Eurail will process the applicable refund as soon as possible.

### **How do I know if the Paper Pass has a predefined start date?**

The Paper Pass will have a predefined start date if there is a date to the direct right of the note reading 'VALID:' on the Paper Rail Pass. If in doubt, please get in contact with our Customer Service team for further assistance.

### **How can a Paper Pass with a predefined start date be certified as 'NOT USED'?**

To certify a Paper Pass as not being used, the Customer must request a railway official in Europe to endorse their Paper Pass as 'NOT USED' **before** the first date of the validity period.

### **Did your Paper Pass arrive later than expected?**

If your Paper Pass arrived later than the estimated delivery date, please do not hesitate to get in contact with the Eurail Customer Service team.

### **Want to change something on your Paper Pass?**

Once a Paper Pass has been printed, the details cannot be changed. If you want to change any of the details on the Paper Pass, you must apply for an exchange.

### **What if the Paper Pass is lost or stolen?**

If a Paper Pass is lost or stolen, it cannot be re-issued (as a duplicate) or refunded. A new Rail Pass must be purchased.

## **Refunds & Exchanges for Promo Passes**

The refund and exchange conditions which apply to Promo Passes varies from promotion to promotion. Some may be non-refundable and / or non-exchangeable whilst others may be exchangeable with or without further cost. In all cases, the option to refund and / or



exchange a Promo Pass will be stated explicitly in the offer, order confirmation email and payment confirmation.

In any event, please note:

- 1) We can't apply Promo discounts to regular Rail Passes purchased before a Promo has started or after a Promo has ended.
- 2) If a Promo Pass is refundable and / or exchangeable, please follow the process under either Mobile Pass or Paper Pass (whichever is applicable) to request a refund or an exchange.
- 3) If a Promo Pass is exchangeable, the new Rail Pass(es) to be purchased cannot be offered at the same discount if the Promo has ended.

## Refunds & Exchange for Reservations

All Reservations purchased through the Reservation Self-Service are subject to the refund and exchange policy of the Railway Company operating the service concerned and Eurail's ticket distribution partners. These refund and exchange policies can be found on the [Exchange and refund conditions for reservations](#) webpage.

Please note, although some Reservations may be refunded and / or exchanged (subject to certain conditions), they are mostly non-refundable and non-exchangeable. If a Reservation is refundable or exchangeable:

- the Customer must submit their request within the timeframe required by the applicable policy of the relevant Railway Company or ticket distributor; and
- any exchange is subject to availability on alternative trains.

Once a request for a refund or an exchange of a Reservation has been submitted:

- the request cannot be reversed; and
- the Reservation and Reservation Ticket will become invalid and cannot be used.

### How much will be refunded?

The amount to be refunded will vary depending on the Reservation concerned and the applicable Railway Company and / or ticket distributor policy as well as the particular

circumstances of the refund request. The Customer will be notified of this amount prior to final submission of a refund request.

Please note, booking fees and shipping costs are non-refundable in all cases.

### **What if the train was cancelled?**

If a train is cancelled or the Customer is likely to miss a connection during the trip, please do not use the refund steps set out below. Instead, please get in contact with the Eurail Customer Service team.

If the Customer requests a refund through their website account due to the cancellation of a train or for any other reason (including a change in plans), the Customer will be deemed to have accepted the refund conditions set out in the [Exchange and refund conditions for reservations](#). Where this occurs, Eurail will not provide any further refund of the Reservation price.

## **How to request an exchange of a Reservation**

If the Reservation is exchangeable, the exchange process to follow is determined by the particular Reservation concerned:

- For **Eurostar** trains, please go to the Eurostar website > then Manage Booking > follow the process required by Eurostar.
- For **TGV** trains with a Reservation Ticket endorsed with **CIV 1088**, please contact the Eurail Customer Service team for further assistance.
- For **Trenitalia** trains, please use the steps set out below.
- For all others, please see our [Exchange and refund conditions for reservations](#) for more information.

**Step One:** Log into your account and then go to Reservations Overview.

**Step Two:** Select the Reservation you wish to exchange and then click 'Change reservation' at the bottom of the screen.

**Step Three:** Check the journey details in the pop up. If the journey is the one you wish to change, click the 'Next' button.

**Step Four:** Choose a new time and date and then click 'Next'.

**Step Five:** The details of the current Reservation and the new Reservation will appear. To confirm the change from the current Reservation to the new Reservation, click the 'Change reservation' button and then 'Done'.

## How to request a refund of a Reservation

*Do not follow this refund process if your train was cancelled or you will miss your train due to delays - instead, contact Customer Service.*

**Step One:** Log into your account and then go to the Reservations Overview.

**Step Two:** Click on 'Refund tickets' for the Reservation concerned and then click 'Next'.

**Step Three:** If the Reservation is refundable, our system will show the calculated refund amount beneath the Reservation that you wish to cancel. If you agree to the refund amount, click on the 'Confirm refund' button to confirm your request.

Please note, if the request for a refund is confirmed, no further refund in relation to that Reservation can be processed.

**Step Four:** After confirming your refund request, you will see a message confirming your request. In addition, if the Reservation is:

- an **electronic** Reservation, the refund will be automatic once your cancellation is confirmed.
- for a **paper** Reservation Ticket, the paper Reservation Ticket will need to be returned to the Eurail office by **no later than one month after the date of the refund request** (Eurail will provide a return address to which the Reservation Ticket must be sent). After receiving the paper Reservation Ticket, Eurail will attend to refunding the applicable refund amount as soon as possible.

Please note, the Customer is responsible for the costs of returning the paper Reservation Ticket(s) to our office. These costs will not be refunded or reimbursed. If the paper Reservation Ticket is lost in the post, Eurail will not be able to refund the purchase price of the lost Reservation Ticket(s). For that reason, it is best to use registered shipping.

### Why do I need to return the paper Reservation Ticket?

Paper Reservation Tickets are printed on value paper that must be returned to be refundable.