

REQUEST FOR COMPENSATION

in domestic and international passenger transport

Dear Passengers,

Was your train delayed or cancelled, or are you dissatisfied with the guaranteed quality of transport? Pursuant to Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations, the Tariff and Transport Conditions of České dráhy in International Transport and České dráhy's Terms and Conditions of Carriage for Public Passenger Transport by Rail, České dráhy will compensate passengers in both international and domestic transport for train delays of 60 minutes or more, or 120 minutes or more, respectively.

What compensation will we provide to you?

- **Compensation amounting to 25% of the fare**, if the total price of one ticket for a single journey for one passenger is at least EUR 16 for international transport or CZK 360 for domestic transport, in the form of a voucher or, at the passenger's request, by a bank transfer to the passenger's account in the event of a delay of 60 to 119 minutes,
- **Compensation amounting to 50% of the fare**, if the total price of one ticket for a single journey for one passenger is at least EUR 8 for international transport or CZK 180 for domestic transport, in the form of a voucher or, at the passenger's request, by a bank transfer to the passenger's account in the event of a delay of 120 and more minutes,
- Special conditions apply to season tickets,
- In the case of an eTicket with a fare according to the ČD Tariff, the minimum price of the tickets is not taken into account for the payment of compensation,
- In the case of an eTicket purchased in the ČD E-shop or the My Train app, which was:
 - paid for by a payment card or from a ČD Kredit account,
 - with a one-way fare according to the ČD Tariff,
 - with the connection used without changing trains,
 - checked (scanned) and recognised as valid by an authorised ČD employee on the delayed train, the compensation will be provided automatically after the ticket validity has expired, i.e. without the necessity of filing a request.

Compensation is usually provided in the form of a voucher or, at the passenger's request, by means of a bank transfer. In the case of automatic compensation, the amount is paid to the account from which the eTicket was paid for. Please note that there is no entitlement to compensation in certain cases.

Have you missed your last connection today?

- If you were unable to continue to your destination station on the same day due to a delay, cancellation, or missed connection, you are entitled to return to your point of departure or to alternative transportation to your destination. This may be operational replacement transport provided by ČD (e.g., a bus or other means of transport) or public transport, or in extreme cases even a taxi service.
- If it is not possible to complete the carriage by alternative means of transport, and if it is feasible under the circumstances, a designated ČD employee will provide you with a free accommodation voucher for a contracted accommodation facility, or you are entitled to reasonable compensation for accommodation and information for waiting persons, including necessary transportation to the place of accommodation.
- If alternative transport/accommodation has been provided for you in domestic transport, or if the necessary costs associated with alternative transport or accommodation have been covered, you are not entitled to compensation for the delay or cancellation of the train.
- More detailed information and instructions on how to proceed in such cases will be provided by the authorised ČD employee on the delayed train or at the station where you missed your connection, or by the Central Customer Service operators at tel. no. 221 111 122.

How to file the request for compensation?

1. Fill in this form and attach the originals of all relevant tickets.
2. If you do not have a seat reservation, ask the conductor to issue a confirmation of delay or have the delay confirmed at the ČD ticket counter directly on this form.
3. Submit the completed request form immediately, but no later than three months after the expiry date of the ticket. Submit the request with the original tickets and reservations or confirmation of delay, along with other necessary documents, at a ČD ticket counter or send it directly to the following address: ČD, a.s. — Odúčtovna přepravních tržeb, Oddělení podílování, odúčtování a urovnání vztahů, Vídeňská 15, 772 11 Olomouc.

In certain cases, compensation will be paid automatically for domestic eTicket tickets (see above), or the request can be submitted electronically through the Contact Form at www.cd.cz in the "Application for Indemnification" section. When requesting compensation at the ticket counter, the eTicket must be printed from the PDF file on a sheet of white A4 paper (in its original size) and attached to the Request Form.

Instruction:

Please note that the takeover of your request does not mean that your request for compensation has been confirmed. After reviewing your request for compensation, and if it is recognised, the carrier will issue you a voucher which you can use with the same carrier, or the carrier will compensate you for the costs associated with the use of alternative transport or accommodation. At your request, the compensation will be paid by a bank transfer instead of a voucher. Your request will be processed within one month from the date of submission.

I hereby ask for

- ☐ compensation for train delay/cancellation (minimum delay of 60 minutes at the passenger's destination station)
- ☐ compensation for costs incurred through the use of alternative transport or accommodation

Information about train delay to the destination station (do not fill in this section if you have a season ticket)

Destination station of the planned journey

Loss of connection (train terminated) at the station

Date and time of arrival at the destination as per the timetable

Date and time of the passenger's actual arrival at the destination

Other information

I enclose the tickets and a proof of payment together with my request

- ☐ Ticket no.
- ☐ Reservation document no.
- ☐ Documents for substitutive transportation, accommodation
- ☐ Confirmation of delay in the number of items

Personal data of the requesting person

Title: First name and surname.....

Address:

E-mail: Telephone.....

Account number (IBAN/SWIFT):

- ☐ I would like to receive compensation by means of a bank transfer

Date: Passenger's signature:

We will process the personal data which you have provided in this request solely for the purpose of processing this request for compensation arising from the transport contract, for the duration of its processing. We cannot process your request without your personal data. Contact details of the data protection officer: dpo@cd.cz. More detailed information on the processing of personal data can be found at www.cd.cz/pravasubjektu.

Request received
Imprint of the station date stamp

Received by Odúčtovna přepravních tržeb ČD
Imprint of the stamp

Confirmation of delay (Do not fill in for season tickets)

Delay of 60 minutes and more

Delay of 120 minutes and more

Train number.....
Station date stamp or validator (stamp) imprint and signature

Train number
Station date stamp or validator (stamp) imprint and signature