

# Information Sheet



## About Applications for Refund and Compensation

ÖBB-Personenverkehr AG refunds or recompenses tickets within the defined refund period and in the framework of applicable current passengers' rights and transport and fare category conditions (available in German at [www.oebb.at/static/tarife/index.html](http://www.oebb.at/static/tarife/index.html)).

The acceptance of an application does not automatically imply consent for compensation. Please submit your completely filled-in form together with your original travel documents or (only in case of passengers' rights related applications) with copies certified and stamped at an ÖBB cash desk, and if applicable with a Delay Confirmation\*. You can submit the documents at any ÖBB Ticket Office or by mail to: **ÖBB Personenverkehr AG, Kundenservice, Betreff (Subject): Refundierung, Postfach 75, 1020 Wien**. You can get a Delay Confirmation from the conductor, from the timetable at [oebb.at](http://oebb.at) until two days after the trip, or by email from [kundenservice@oebb.at](mailto:kundenservice@oebb.at).

\* A Delay Confirmation must be provided for a recompense involving season tickets, Österreichcard, Seniorenticket senior citizen card, and Sommerticket (special ticket).

*(Any below references to sections refer to sections in the Compendium for Journeys with ÖBB in Austria „Handbuch für Reisen mit den ÖBB in Österreich“, available in German)*

*Summary of the essential Fare Category Conditions (Tarifbestimmungen) and passengers' rights:*

\_ Reasons excluding a delay recompense exist if the passenger was informed about possible delays at the time of ticket purchase; if the delay occurred outside the scope of the transport agreement; if arrival at the destination station via alternative route or with alternative public transport provider involved a delay of less than 60 minutes, and for annual tickets of regional transport operators in case of delays within core zones in cities or regional transport operator areas, and in long-haul or regional bus traffic (for the latter the annual ticket recompense system as detailed in section A.5.2.3 shall apply).

\_ The amount of recompense for one-way tickets in case of 60 minutes or more delay at the destination station is 25%, in case of 120 minutes or more 50% of the ticket price. For Österreichcard, season tickets, various international passes or special price tickets specific regulations as detailed in section A.5.1 shall apply. Amounts less than 4 euros will not be compensated. If the journey cannot be continued on the same day, taxi fares of 50 euros max. or hotel costs of 80 euros max. shall be compensated after verification of the legitimacy of the claim.

\_ If passengers' rights provisions do not apply, Fare Category Conditions can exclude a fare refund or define a fee due for fare refunds. You will be informed about such conditions at the time of purchase. We only compensate tickets issued by us or by our sales partners. Tickets of other railway companies will be forwarded to these companies, in which case we will inform you accordingly.

\_ Quality defects are considered the non-use of the ticket or reservation due to a confirmed shortage of seats or accommodations, coach breakdown, or faulty processing by ÖBB personnel or sales partners. Tickets returned unused due to such reasons are compensated in full. In these cases it is mandatory that the original document be enclosed. If you make the journey in spite of seat or accommodation shortage or coach breakdown using a lower than the booked comfort class, we will compensate the ticket partly.