

Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations

CHAPTER IV

DELAYS, MISSED CONNECTIONS AND CANCELLATIONS

Article 18

Assistance

1 In the case of a delay in arrival or departure, passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time by the railway undertaking or by the station manager as soon as such information is available.

2 In the case of any delay as referred to in paragraph 1 of more than 60 minutes, passengers shall also be offered free of charge:

- a meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied;
- b hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible;
- c if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.

3 If the railway service cannot be continued anymore, railway undertakings shall organise as soon as possible alternative transport services for passengers.

4 Railway undertakings shall, at the request of the passenger, certify on the ticket that the rail service has suffered a delay, led to a missed connection or that it has been cancelled, as the case might be.

5 In applying paragraphs 1, 2 and 3, the operating railway undertaking shall pay particular attention to the needs of disabled persons and persons with reduced mobility and any accompanying persons.

Changes to legislation:

There are outstanding changes not yet made to Regulation (EC) No 1371/2007 of the European Parliament and of the Council. Any changes that have already been made to the legislation appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to the whole legislation item and associated provisions

- Art. 3(1) word substituted by [S.I. 2018/1165 reg. 7\(a\)](#)
- Art. 3(4) words substituted by [S.I. 2018/1165 reg. 7\(b\)](#)
- Art. 3(5) words substituted by [S.I. 2018/1165 reg. 7\(c\)](#)
- Art. 3(6) words substituted by [S.I. 2018/1165 reg. 7\(d\)](#)
- Art. 3(11) words substituted by [S.I. 2018/1165 reg. 7\(e\)](#)
- Art. 3(16) words substituted by [S.I. 2018/1165 reg. 7\(f\)](#)
- Art. 3(18) inserted by S.I. 2019/1165, reg. 7(g) (as inserted) by [S.I. 2020/318 reg. 3\(2\)\(b\)](#)
- Art. 21(3) inserted by [S.I. 2018/1165 reg. 13](#) (This amendment not applied to legislation.gov.uk. Reg. 13 substituted immediately before IP completion day by S.I. 2020/318, regs, 1(2)(b), 3(3)(d))
- Art. 21(3) inserted by S.I. 2019/1165, reg. 13(b) (as substituted) by [S.I. 2020/318 reg. 3\(4\)](#)
- Art. 30(2)(3) substituted for Art. 30(2) by [S.I. 2018/1165 reg. 17\(b\)](#)