



RAIL EUROPE INC. FAQ

1. What do the train classes mean?

- **Economy/Second Class** tickets offers train travel at a great value.
- **Comfort Class tickets** are comfortable, spacious, and relaxing.
- **Premier Class tickets** are for the discerning traveler. It offers generous legroom and spacious seats in a sophisticated, serene coach on many trains you'll receive meal service at your seat and travelers enjoy access to lounges in certain train stations.

All but a few trains are heated and/or air conditioned, and there are rest rooms on board every train, if not in every car and class.

2. What type of tickets/pass categories does Rail Europe Offer?

Rail Europe offers 3 categories of reservations based on certain train types and they include:

- **Reservations Required** – This applies mostly on high-speed trains. Tickets or passes must have a reservation for these trains.
- **Reservations Recommended** – This category you don't have to buy a reservation, but you are not guaranteed a seat without one.
- **Non-Reservable** – This applies to trains where restrictions are NOT needed or possible. With your pass or ticket, simply board the train and sit in any available seat in your class of service.

3. What classes are available on overnight trains?

Travelers have three categories of accommodation on overnight trains including:

- **Economy Class** – Relax in a reclining seat, or a couchette which is a shared compartment with up to 6 berths, or a compartment with 3 or 4 berths. Restroom facilities are located at the end of the car.
- **Comfort Class** – You'll share a compartment with one or two beds and have your own washbasin. Your compartment can be locked for privacy.
- **Premier Class** – This offers private, lockable accommodations for one or two, and a private shower and restroom. And some include breakfast and/or dinner.

4. How do you print e-tickets?

- A "print-at-the-station e-ticket" is printable at a self-service kiosk on your day of travel or any time before. Travelers need to enter the 6-9 character e-ticket confirmation code found on your email invoice to retrieve your ticket. However, on British trains only, you will need to insert any card with a magnetic strip to activate the kiosk before entering your code.

- For “print-at-home e-tickets” you will need to print your tickets before arriving at the train station. Just follow the instructions provided on your e-mail invoice.

5. What does the Rail Protection plan offer?

It gives you the flexibility to change or cancel your train ticket, rail pass, reservation and select activities prior to departure, regardless of their refund/exchange policies – with no questions asked. Travelers who have not determined their new travel date(s), will be issued a credit in the form of a coupon code valid for 2 years.

You'll also be protected in the event of a railroad strike for train tickets, and the loss or theft of paper tickets, rail passes, city passes or tour tickets.

The Rail Protection Plan™ is sold per product purchased, and added to your booking on the delivery page or any time prior to final payment.

6. Can I refund or exchange a ticket?

Most rail passes are 85% refundable if they haven't been used or activated.

When changing or cancelling a ticket prior to departure, your exchange/refund eligibility depends on the fare paid for your ticket.

- **Non-flexible** fares are generally not exchangeable or refundable.
- **Semi-flexible** fares may be exchanged or refunded for a fee.
- **Fully flexible** fares are generally fully exchangeable or refundable, a fee may apply.

An e-ticket can be exchanged or refunded online, fare permitting. Paper tickets and rail passes must be returned to Rail Europe to process the exchange or refund within the allowed time frame.

If you are unsure about your travel plans, the best option is to purchase Rail Europe's Rail Protection Plan, allowing an exchange or full credit in the form of a coupon code valid for 2 years. No questions asked.

7. How do I book connecting trains?

It's common for itineraries to involve connecting trains.

When browsing fares and schedules, you'll see connecting trains are listed together in the same box. Our rail system will only match trains with feasible connections.

A connection that departs from the same station just means finding the right track. However, connections in different stations are common in Europe. Public transportation or a short walk will usually get you there. Our system takes the additional time into account and allows enough travel time between stations.

8. What do I need to do prior to my train departure?

Always be sure to arrive at least 30 minutes before your train departure.

With a rail pass, you'll need to activate it at the ticket window before boarding. If you have a print-at-station ticket, find a self-service kiosk to print.

To find your train, look for the large departure boards located in the center of most stations. The platform number will also be on the boards. Match the train number and departure time on your reservation ticket, as your city may not be shown on the board.

Once on the platform, each rail car has a (1) or (2) — indicating its class of service. Your reservation ticket will list your car/coach number, seat number and class of service. For open tickets without reservations or rail pass just board the train in your class of service printed on the ticket/ pass.

9. What do I do with my luggage on a train?

Where your luggage goes on board a European train can vary. Small and medium sized bags typically fit on racks above or under the seats. Larger suitcases are usually stored in racks in your car near the train door.

If you're traveling on Eurostar, Thalys or a TGV, you're limited to two luggage items per traveler, plus your typical airline carry-on. When traveling on Eurostar, Thalys or any French train, labeling your bag(s) with your first and last name is a requirement.

Traveling within Switzerland? The "Fast Baggage" option offers same-day baggage delivery between 45 cities for your convenience.

You're responsible for your luggage as the railways assume no responsibility in case of loss or theft.

10. What are the onboard food options?

Most European trains offer convenient food options. Rolling snack carts carrying a variety of sandwiches, snacks and drinks for purchase are common on board. Bar cars are on many trains, offering authentic, regional cuisine comparable to that of local cafes. Some long-distance trains even have restaurant cars for more formal meals, however, most local trains have no catering, so bring your own food onboard.

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