

Rail session on through-ticketing CER view

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CER Ticketing Roadmap for seamless international passenger rail travel

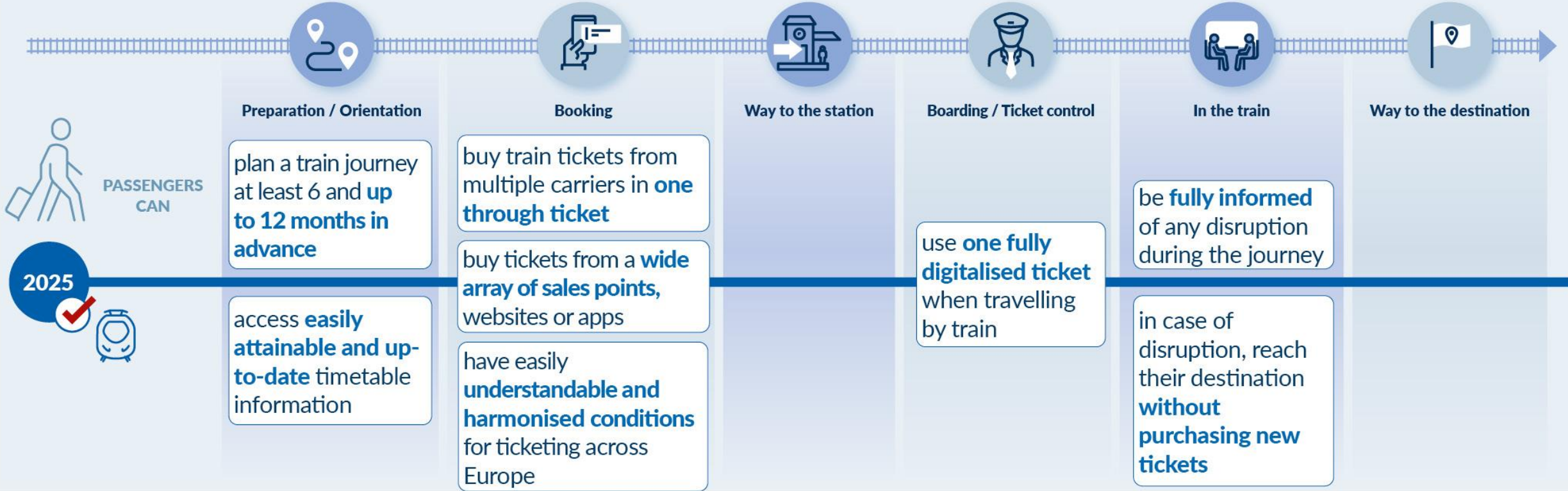
The vision

Passengers will have a seamless user experience when searching, selecting, buying and using rail services, including first and last mile transport, with:

- access to **simple, reliable and comprehensive online information** regarding timetables, prices, dependable real-time information and ticket purchasing for (rail) transport services, both domestic (urban, regional, long-distance) and international
- **easy acceptance throughout Europe** of tickets issued by different railways and ticket vendors
- **guidance in case of travel disruption** on onward journey options and passenger rights

CER Ticketing Roadmap for seamless international passenger rail travel

How we get there



3. More up to date tariff exchange, enabling through tickets

What: Customers can buy international train tickets from multiple carriers (for trains without obligatory reservation) in one through ticket, allowing seamless international rail journeys.

4. European wide standardized API for selling train tickets

What: Customers can book an international rail journey (including for trains with obligatory reservations) from a wide array of sales points, websites or apps, both for domestic as well as international journeys.

5. Increased harmonization of ticketing conditions (general conditions of use).

What: Customers booking international connections by rail involving several railway undertakings want to receive the best available offer they are entitled to without the need to care for individual tariff rules or ticketing conditions in the background.

8. Better support during disruptions and delays

What: In case of a disruption or delay on a train that will hinder passengers' continuation of their journey by rail, the passengers will be notified of the situation, informed about their passenger rights and also be given options on how to best continue to their destination. Upon inspection of their tickets in any subsequent trains, the disruption or delay becomes apparent to staff and their tickets remain valid.

For further information:

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