

Passenger assistance & mobility services

Table of Contents

Passenger assistance in Europe.....	3
Austria.....	5
Belgium.....	5
Bosnia-Herzegovina.....	6
Bulgaria.....	6
Croatia.....	6
Czech Republic.....	7
Denmark.....	7
Estonia.....	8
Finland.....	8
France.....	8
Germany.....	9
Great Britain.....	9
Greece.....	10
Greek Islands (ferries).....	10
Hungary.....	11
Ireland.....	11
Italy.....	12
Latvia.....	12
Lithuania.....	13
Luxembourg.....	13
Montenegro.....	13
The Netherlands.....	14
North Macedonia.....	14

Norway.....	15
Poland.....	15
Portugal.....	16
Romania.....	16
Serbia.....	16
Slovakia.....	18
Slovenia.....	18
Spain.....	19
Sweden.....	19
Switzerland.....	20
Türkiye.....	20
Eurostar	21
Eurostar Routes to and from London.....	21
Eurostar Routes between France, Belgium, the Netherlands, and Germany.....	21
Interrailers' Experience Sharing.....	22

Disclaimer

While our goal is to present you with the most accurate information, please note that the content of this document may be subject to change and discrepancies may arise over time. Travellers are encouraged to verify and cross-reference the information with the railways carriers before making any travel plans. Eurail cannot guarantee the absolute accuracy at all times due to the dependency on partners and carriers who own this information.

Version 2.2 – Monday, 02 October 2023

Passenger assistance in Europe

If you're embarking on your Interrail adventure with reduced mobility, you can request assistance with boarding and de-boarding the train to make sure you have a smooth experience on board.

Every country and train operator has their own policy for passenger assistance and reservations for people with reduced mobility, so we recommend checking for your relevant country of departure and arrival. The information per country is divided into two parts:

- **Assistance** means that a railway company will assist you by getting into the requested train. It is always good to check each country and train operator about how, when and where to request passenger assistance. If you're a traveller with a disability or reduced mobility and need assistance along the way, you can arrange this assistance directly with the carrier.
- **Reservations** can be made on many trains throughout Europe - there will be links in this document on where to find such information. It is often also possible to book a wheelchair space and a 'companion seat' next to it.

Good to know:

1. When booking reservations with wheelchairs, make sure to schedule or request enough transfer time. Rail planners might suggest certain trains, but delays can always happen and with such specific reserved seats, it can be hard to book new spots last minute.
2. Be aware of your rights in case you face difficulties. It is good to know that there are international laws regarding travelling with a disability. For more information see [here](#).
3. When booking by phone, make sure to have a credit card ready. Also be aware that call-centre staff does not always speak English, so a translator would come handy.
4. Arranging assistance is a free service provided by railway carriers. Seat- or wheelchair reservations, on the other hand, usually come with certain fees.

Assistance e-mail set-up

When requesting assistance, you often need to provide a standard format of information. It can help to already have a template so you can quickly send out complete information. Feel free to use the following example:

- Hello
- Can you help me with (wheelchair/other) assistance to get in and out of the next train?
- Date
- From/departure station
- To/arriving station
- Kind and size of mobility aid
- Kind of disability
- Luggage or travel company
- Name
- Phone number
- Email address
- My ticket: (Example) I have a validclass Interrail Pass (provide a pass number)
- Please send me a confirmation if the assistance is booked
- Thank you in advance!
- Kind regards
- Name

Travelling with guide dogs

Guide dogs, assistance dogs or service dogs are generally welcome on trains in Europe, but it highly depends on the journey and the country. It is important to bring along the guide-dog certificate or registration. When travelling on domestic trains, most countries allow guide dogs free of charge and without any reservation. On International trains, the rules are more complicated and it is best to check for the country of departure or the specific train operator.

Austria

- Assistance
 - Can be requested online [here](#).
 - Phone number: +43 5 1717 5
 - At least 12 hours in advance for domestic trips by ÖBB
 - At least 48 hours in advance for international trips
 - More information can be found [here](#).
- Reservations
 - Can be made online for domestic and international trips [here](#).
 - Phone number: +43 5 1717 5
 - At the train station

Belgium

Before booking assistance, first book your international seat reservation.

- Assistance
 - Information can be found [here](#).
 - Phone number: +32 25 28 28 28
 - At least 24 hours in advance for domestic trips SNCB/NMBS
 - At least 48 hours in advance for international trips
 - A list of stations with assistance can be found [here](#).
 - More information can be found [here](#).
- Reservations
 - Only needed for certain international trips, online [here](#)
 - Phone number: +32 25 28 28 28
 - Social Media: [Facebook](#), [Twitter](#), [Whatsapp](#) or [Instagram](#)
 - At the train station

Bosnia-Herzegovina

- Assistance
 - Requested by e-mail to info@zfbh.ba and zeljko.popovic@zrs-rs.com
 - At least 72 hours in advance for trains operated by ŽFBH and ZRS.
- Reservations
 - Can only be booked locally at the train station

Bulgaria

- Assistance
 - Requested by e-mail to bdz_passengers@bdz.bg and bdz@bdz.bg
 - Phone numbers: + 359 2 988 53 58 and + 359 2 932 41 90
 - At least three days in advance
 - List of telephone numbers of dispatch points in the railway stations [here](#)
 - More information can be found [here](#)
- Reservations
 - Can only be booked locally at the train station

Croatia

- Assistance
 - Information can be found [here](#)
 - By phone: +385 1 378 2583 3
 - By e-mail: informacije@hzpp.hr
 - At least 48 hours in advance for domestic trips by HŽ.
 - More information can be found [here](#)
- Reservations
 - Can only be booked locally at the train station
 - For certain international journeys via [ÖBB Ticket Shop](#)
 - At the train station

Czech Republic

CD

- Assistance
 - Can be requested [here](#)
 - At the CD service desk
 - By phone: +420 221 111 122
 - At least 24 hours in advance for domestic trips by CD
 - At least 48 hours in advance for international trips
 - More information can be found [here](#).
- Reservations
 - Can be booked [here](#) by selecting your preferences.
 - More information about booking a wheelchair via CD can be found [here](#)
 - At the train station

Other (private) train companies

- Reservations
 - All train operators can be reserved [here](#)
 - At the train station

Denmark

- Assistance
 - Can be requested [here](#)
 - By phone: + 45 70 13 14 19
 - At least 12 hours in advance for domestic trips by DSB
 - At least 48 hours in advance for international trips
 - Information per station can be found [here](#)
 - More information can be found [here](#)
- Reservations
 - Can be booked [here](#)
 - By phone: + 45 70 13 14 19
 - At least 12 hours before departure
 - Only needed on InterCity or InterCityLyn
 - Free of charge
 - More Information can be found [here](#)
 - At the train station

Estonia

- Assistance
 - Can be requested by email: abi@elron.ee
 - Provide travel plans/itinerary and special requirements
 - At least 3 days in advance for domestic trips by Elron
 - More information can be found [here](#)
- Reservations
 - Can be requested when requesting assistance by email at abi@elron.ee
 - At the train station

Finland

- Assistance
 - Information can be found [here](#)
 - Chat via provided link with an agent (9:00am to 1:00 am)
 - By phone: 0800 188 822
 - By e-mail: ramppipalvelu@vr.fi
 - At least 36 hours in advance for trips by VR
- Reservations
 - Can be made online [here](#)
 - Select all preferences in the module
 - At the train station

France

- Assistance
 - Information can be found [here](#)
 - By phone: +33 970 824 142
 - By e-mail: accesplus@transilien-sncf.fr
 - At least 48 hours in advance for trips by SNCF
 - More information can be found [here](#) (in French)
- Reservations
 - By (international) phone: (+33 1 84 94) 36 35
 - *press #45 or say « service » + « Accès Plus » (free of charge service + price for the call) from 8h00 to 20h00, 7 days out of 7*
 - At the train station

Germany

- Assistance
 - Can be requested [here](#)
 - By phone: +49 30 65 21 28 88
 - By e-mail: msz@deutschebahn.com
 - By 8 p.m. the day before the departure at the latest for domestic trips
 - At least 48 hours in advance for international trips
 - List of stations with assistance can be found [here](#)
 - More information can be found [here](#) (in German)
- Reservations
 - Can be requested [here](#)
 - By phone: +49 30 65 21 28 88
 - Requested by e-mail: msz@deutschebahn.com
 - At the train station

Great Britain

For Eurostar, a special section is made further down under 'Other international services'.

- Assistance
 - Information can be found [here](#)
 - Using the '[passenger assistance app](#)'
 - By Phone: 0800 022 3720
 - At least 2 hours in advance for domestic trips
 - More information can be found [here](#) and [here](#)
- Reservations
 - If you need assistance, you can use the Passenger Assistance app or by phone to make a reservation.
 - If you don't need assistance, you can make one at any staffed ticket office.

Greece

- Assistance
 - Can be requested [here](#)
 - By phone: +30 2130 121 121
 - At least 48 hours in advance domestic trips operated by Hellenic Train.
 - More information can be found [here](#)
- Reservations
 - Can only be made at the train station

Greek Islands (ferries)

- Assistance & reservations
 - By phone: +30 21 08 91 90 10
 - Monday to Friday 09:00-20:00 (except for public holidays)
 - By e-mail: cs@attica-group.com
 - At least 48 hours in advance domestic trips operated by Hellenic Train.
- **Please note:**
 - Online booking is not available for Special Need Cabins and this type of cabin is not available on a per bed basis
 - On board ATTICA GROUP vessels there are specially designed cabins with easy access and operation to accommodate disabled passengers. Due to a limited number of such cabins, it is necessary to reserve in advance.

Hungary

- Assistance
 - By phone: +36 630 053
 - Requested by e-mail to: megrendeles@mav-start.hu
 - At least 48 hours in advance for domestic and international trips
 - More information can be found [here](#) and [here](#)
- Reservations
 - Online via [MAV](#) for domestic
 - Add pass tariff under discounts
 - Enable 'Seating position request' after selecting the train
 - Select 'wheelchair' or other preferences in next window
 - Online for certain international routes via [CD](#) or [ÖBB Ticket Shop](#)
 - At the train station

Ireland

- Assistance
 - Can be requested by phone: + 353 703 4837
 - By email: iewheelchairbookings@irishrail.ie
 - Locally at the train station
 - At least 24 hours in advance for trains operated by Irish Rail.
 - More information can be found [here](#)
- Reservations
 - Can be made online via [Irish Rail](#)
 - select 'Reservation Only' and 'Wheelchair users.'
 - More information can be found [here](#)

Italy

- Assistance
 - Information can be found via [Sala Blue](#) and [here](#)
 - By phone: +39 02 32 32 32
 - By email: <mailto:SalaBlu.Nazionale@rfi.it> (at least 24 hours in advance)
 - in person at Sala Blue office
 - Between 1 to 12 hours in advance depending on the train station
 - At least 48 hours in advance for international trains
- Reservations
 - For EC Brenner to Innsbruck and Munich via [ÖBB](#)
 - Add 'passenger with disabilities' and select 'required wheelchair bay'
 - Go to 'seat reservations only' under 'find services'.
 - Additionally, a [Brenner-supplement](#) is still needed for this train
 - Domestic trains
 - Locally at the railway station
 - By email: <mailto:SalaBlu.Nazionale@rfi.it> (at least 24 hours in advance)
 - In person at a Sala Blue office

Latvia

- Assistance
 - Information can be found [here](#)
 - By phone: +371 80 02 11 81
 - Download and fill in [Application form](#) and send to uzzinas@ldz.lv
 - At least 36 hours in advance for domestic trips by Pasazieru Vilciens
 - More information can be found [here](#)
- Reservations
 - Can only be made at the train station

Lithuania

- Assistance
 - Information can be found [here](#)
 - Can be requested when booking a ticket via [LTG Link](#) (only normal tickets)
 - By phone: +370 700 55111
 - By e-mail: mobilumas@ltglink.lt
 - At least 24 hours in advance for domestic trips by LTG Link
 - At least 48 hours in advance for international trips
 - More information can be found [here](#)
- Reservations
 - Can only be made at the train station

Luxembourg

- Assistance
 - Information can be found [here](#)
 - By phone: +352 2489 2489
 - By e-mail: pmr@cfl.lu
 - Up to 1 hour before your departure for domestic trips by CFL
 - At least 24 hours in advance for international trips
 - More information can be found [here](#).
- Reservations
 - By phone: +352 2489 2489
 - At the train station

Montenegro

- Assistance
 - There is no information available on the carriers [homepage](#)
 - Phone number for general information: + 382 20 441 003
 - E-mail address for general information/complaints: info@zpcg.me
- Reservations
 - If possible, only locally at the train station

The Netherlands

For Eurostar trains, a special section is made further down under 'Other international services'.

- Assistance
 - Can be requested [here](#) (An account is needed)
 - By phone: +31 30 235 78 22
 - At least 1 hour in advance for domestic trips by NS
 - At least 48 hours in advance for international trips
 - More information can be found [here](#) and [here](#)
- Reservations
 - Not needed for domestic trips, assistance is enough
 - By phone: +31 30 2300023
 - More information can be found [here](#)

North Macedonia

- Assistance
 - There is no information available on the carriers' [homepage](#)
 - Phone number for general information: +389 (0)2/3248 701
 - E-mail address for general information: gorgistankovski@mztransportad.com.mk
- Reservations
 - If possible, only locally at the train station

Norway

- Assistance
 - Can be requested [here](#)
 - By phone: +47 77 00 78
 - By e-mail: assistanse@banenor.no
 - The email must contain the following information:
 - Name
 - Telephone number
 - What assistance is needed
 - Departure station and desired meeting place at the station
 - Arrival station
 - Time of departure and arrival
 - Information about wheelchairs (weight and size)
 - Other important information
 - Information can also be found via [VY](#) & [SJ Nord](#) & [Go-Ahead Nordic](#)
 - At least 24 hours in advance for domestic trips
 - A list of stations with assistance available can be found [here](#)
- Reservations
 - By phone: +47 61 27 90 88 (Entur)
 - Entur can book trains of VY, Go-Ahead Nordic and SJ Nord
 - At the train station

Poland

- Assistance
 - Can be requested [here](#)
 - By phone: +48 22 391 97 57 (press 9 for English)
 - BY e-mail: pomocprm@pkp.pl
 - At least 48 hours in advance for trips by PKP.
 - More information can be found [here](#) and [here](#) (both in Polish)
- Reservations
 - At the train station
 - For most domestic trains online via [PKP Intercity](#)
 - Select your preferred train within the next 30 days

- Select Interrail/Eurail as a discount
- **IC/EIP:** Choose a wheelchair seat under 'select in the graphic scheme'
- **TLK:** Select a wheelchair behind 'Kind of coach'
- For certain international online trains via [CD](#)
 - Search for your preferred connection and select 'reservations only'
 - Click on 'Buy' and select 'disabled persons' under 'specify seat'.

Portugal

- Assistance
 - Can be requested [here](#)
 - By phone: (+351) 219 023 487
 - At least 6 hours in advance for trips by CP
 - More information can be found [here](#) and [here](#) (PDF)
- Reservations
 - At the train station

Romania

- Assistance
 - Can be requested [here](#)
 - By phone: +40 73 19 90 987 or +40 73 19 90 129
 - By e-mail: PRMcentral@cfrcalatori.ro
 - At least 48 hours in advance for trips by CFR Călători
 - More information can be found [here](#) and [here](#)
- Reservations
 - At the train station
 - By phone: +40 73 19 90 987 or +40 73 19 90 129
 - By e-mail: PRMcentral@cfrcalatori.ro

Serbia

- Assistance
 - By Phone: +381 11 360 28 99
 - By e- Email: putnik.info@srbvoz.rs
 - At least 24 hours in advance for domestic trips by Srbija Voz

- More information can be found [here](#) and [here](#) (in Serbian)
- Reservations
 - At the train station

Slovakia

- Assistance
 - Can be requested [here](#)
 - By phone: +421 24 48 58 188
 - At least 24 hours in advance for domestic trips by ZSSK.
 - More information can be found [here](#)
- Reservations
 - At the train station
 - Especially trains to Czech Republic via [CD](#) by selecting your preferences.
 - Especially trains to Austria via [ÖBB](#)

Slovenia

- Assistance
 - Can be requested [here](#)
 - By phone: +386 1 291 33 91
 - At least 48 hours in advance for domestic trips by SŽ
 - More information can be found
- Reservations
 - At the train station
 - Certain trains via [CD](#) by selecting your preferences.
 - Certain trains, especially to Austria via [ÖBB](#)

Spain

- Assistance
 - Information can be found [here](#)
 - By phone: +34 91 214 05 05
 - By e-mail: oca.asistenciapmr@adif.es (also for International trips)
 - In the 'servicio de asistencia' App (after having purchased a ticket)
 - At least 30 minutes in advance at 69 stations with [permanent service](#)
 - At least 12 hours in advance at 72 stations with a punctual service
 - At least 48 hours in advance for International trips
 - More information can be found [here](#)
- Reservations
 - By phone: +31 91 774 40 40
 - By e-mail: oca.asistenciapmr@adif.es
 - At the train station

Sweden

- Assistance
 - Information can be found [here](#)
 - By phone: +46 771 75 75 75 (touchtone 7)
 - At least 24 hours in advance for domestic and international trips by SJ
 - More information can be found [here](#)
- Reservations
 - Online via the SJ [website](#)
 - Change the 'SJ Prio/Period ticket' under 'Adult' to 'Interrail'
 - After selecting a train, a wheelchair can be added under 'select seat'
 - By phone: +46771 75 75 75 (touchtone 7)

Switzerland

- Assistance
 - Information can be found [here](#)
 - Can be requested by phone: +41 800 007 102
 - At least 1 hour in advance for domestic trips by SBB
 - At least 48 hours in advance for international trips
 - More information can be found [here](#).
- Reservations
 - By phone: +41 0848 44 66 88 (SBB booking centre)
 - At the train station
 - Certain international trips via [OBB](#) or [ČD](#)

Türkiye

- Assistance
 - Locally at the station
 - By phone: +90 444 82 33
 - By e-mail: cozum@tcddtasimacilik.gov.tr
 - At least 48 hours in advance for trips by TCDD
 - More information can be found [here](#) (In Turkish)
- Reservations
 - At the train station

Eurostar

Eurostar Routes to and from London

- Assistance
 - An assistance form can be found [here](#).
 - By phone:
 - +44 3432 186 186 Germany, the Netherlands and the United Kingdom
 - +33 (0)1 70 70 60 in France
 - +32 (0)2 400 67 76 in Belgium
 - In London, Paris, and Brussels, you can turn up on the day without booking assistance (arrive at the meeting point at least 60 minutes before departure)
 - At all other stations, it won't be possible to organise assistance on the day. Travellers must make arrangements at least 24 hours in advance.
 - More information can be found [here](#)
 - Guide dogs are allowed, but need to be requested at least 48 hours in advance
- Reservations
 - By phone: +44 3432 186 186

Eurostar Routes between France, Belgium, the Netherlands, and Germany

- Assistance
 - An assistance form can be found [here](#).
 - Can be booked by phone:
 - In Belgium: +32 2 528 28 28
 - In Germany: +49 30 652 12 888
 - In France: 3635 #45 or 3635 -> say "services" -> "Accès Plus" (free service + local rate).
 - In The Netherlands: +31 30 235 78 22
 - At least 24 hours in advance as soon as you have made a booking
 - More information can be found [here](#)
 - Guide dogs are allowed, but need to be requested at least 48 hours in advance
- Reservations
 - By phone: +33 183 75 49 69

Interrailers' Experience Sharing

Kris

[Youtube](#)

Rovop Aleski

[Youtube](#)