

Connecting Trains Terms & Conditions

1. About this Service

These Connecting Trains Terms & Conditions apply when you book one or more connecting train services together with a European Sleeper journey through the European Sleeper website or booking flow.

These terms apply in addition to:

- the European Sleeper Terms & Conditions;
- the Conditions of Carriage of the relevant railway operators; and
- any fare-specific conditions attached to the tickets purchased.

By booking a connecting train service, you acknowledge that different railway operators are responsible for different parts of your journey ("journey segments"), and different contractual arrangements may apply to these different parts or segments.

2. How Connecting Trains Work

European Sleeper enables passengers to book selected connecting train services alongside their European Sleeper journey.

Although connecting trains may be booked within the same booking flow, payment process or confirmation email, they remain separate rail services with separate tickets and separate transport contracts.

A connecting train booking does not create a single transport contract covering the entire journey.

Each journey segment remains subject to the conditions applicable to the operator responsible for that segment.

3. Roles and Responsibilities

Different organisations perform different roles within the rail distribution chain when booking a Connecting Train through European Sleeper.

European Sleeper

European Sleeper acts as facilitator of the booking process, and as operating carrier for European Sleeper train services only. European Sleeper is not the operating carrier for connecting train services operated by third-party railway operators. European Sleeper does not have an Agreement on Journey Continuation with other carriers.

Choo-Choo

Choo-Choo acts as the Reseller of connecting train tickets and provides customer support for those tickets. Choo-Choo also provides the booking and ticketing technology used to offer connecting train services through the European Sleeper booking flow.

Railway Operator

The railway undertaking responsible for operating a train service acts as the Carrier and remains responsible for the transport service itself. Examples include Eurostar, Deutsche Bahn, SNCF Voyageurs, NS, SNCB/NMBS, Trenitalia and SBB.

Issuing Carrier

The railway undertaking responsible for issuing the transport contract acts as the Issuing Carrier in accordance with UIC and CIT practices.

Distributor

The distribution of tickets may be performed by a separate Distributor, such as NS International, SNCB International, Benerail or another accredited rail distribution partner. The applicable Distributor may vary depending on the route and fare selected.

4. Railway Operator Conditions

Each connecting train journey is subject to the Conditions of Carriage and fare conditions of the relevant railway operator.

The current conditions of the most commonly used railway operators can be consulted via the website of European Sleeper through the following link:

<https://www.europeansleeper.eu/connecting-trains>

The applicable Conditions of Carriage and fare conditions form part of the transport contract for the relevant journey segment.

Passengers are advised to review the relevant operator conditions before travelling.

5. Ticket Delivery and Booking Confirmation

European Sleeper may provide a single booking confirmation email covering both the European Sleeper journey and one or more connecting train journeys.

To facilitate this process, relevant booking data, ticket information and travel documents may be exchanged between:

- European Sleeper;
- Choo-Choo;
- railway operators;
- issuing carriers; and
- distribution partners.

Connecting train tickets remain separate tickets, even if delivered together with a European Sleeper booking confirmation for reasons of customer convenience. No rights can be obtained from the fact that separate tickets are booked in a single transaction and/or delivered in a single booking confirmation message.

6. Transfer Times and Journey Planning

The transfer times shown during booking are recommendations based on operational experience and are intended to provide a reasonable margin between separately ticketed rail services.

European Sleeper and Choo-Choo use journey-planning logic designed to provide practical and reliable travel options. However, transfer times remain recommendations only.

Connections between separately ticketed rail services are not guaranteed.

Passengers remain responsible for ensuring they allow sufficient time for:

- delays;
- platform changes;
- station navigation;
- border controls;
- passport checks;
- security procedures;
- boarding requirements; and
- other operational circumstances.

European Sleeper and Choo-Choo may intentionally recommend earlier trains than strictly necessary in order to improve the likelihood of a successful connection.

7. Delays, Disruptions and Missed Connections

Rail travel may occasionally be affected by delays, cancellations, engineering works, infrastructure failures or other disruptions.

Where a disruption affects a connecting train service, Choo-Choo may assist passengers in identifying alternative travel options.

Although Choo-Choo will make reasonable efforts to help passengers find suitable onward travel arrangements, Choo-Choo does not guarantee protection between separately ticketed rail services.

Additional tickets, accommodation, taxis or other travel arrangements may therefore be required.

Any rights to compensation, reimbursement, rebooking, continuation of travel or assistance are determined by:

- applicable law, including European passenger rights legislation where applicable;
- the Conditions of Carriage of the relevant railway operator; and
- the fare conditions attached to the ticket concerned.

Passengers should follow the instructions and guidance provided by the relevant railway operator in the event of disruption, delay, cancellation or other operational irregularities.

8. Passenger Rights

European Sleeper and the railway operators providing connecting train services are subject to applicable European and national passenger rights legislation, including Regulation (EU) 2021/782 on rail passengers' rights and obligations, where applicable.

The availability and scope of these rights may vary depending on the railway operator, the route, the ticket type and the applicable legislation.

In the event of delays, cancellations, missed connections or other service disruptions, passengers should consult the website, customer service channels or Conditions of Carriage of the relevant railway operator for the most up-to-date information regarding their rights and available options.

For connecting train services, Choo-Choo may assist passengers in identifying the relevant procedures and contact channels of the applicable railway operator.

9. Passenger Responsibilities

Passengers are responsible for:

- providing the personal data necessary for booking Connecting Trains, as required by the relevant Railway Operator, Issuing Carrier or Distributor, in a correct and complete fashion;
- arriving at stations in sufficient time;
- preparing adequately for their journey, observing luggage restrictions and allowances;
- proactively monitoring travel updates, service messages and operational information provided by the relevant railway operators before departure;
- monitoring live travel information;
- checking platform information and service updates;
- carrying valid passports, visas, ETAs and other travel documents;
- complying with border control, customs and security requirements;
- reviewing the applicable railway operator conditions.

Passengers are strongly advised not to rely on short transfer times between separately ticketed rail services, and to allow enough time for passing through stations and border control or customs facilities, as listed in §6.

10. Changes, Cancellations and Refunds

Cancellation, refund and exchange conditions for connecting train tickets are determined by the fare conditions and policies of the relevant railway operator.

The availability of refunds, exchanges or compensation may vary significantly between operators and fare types.

Where a European Sleeper booking is cancelled, any connected train booking remains subject to the applicable conditions of the relevant operator.

Passengers should review the applicable fare conditions before completing their booking.

11. Liability

Except where otherwise required by applicable law, European Sleeper is not responsible for:

- delays or cancellations of services operated by third-party railway operators;
- missed connections between separately ticketed rail services;
- additional ticket purchases required following disruption;
- accommodation costs;
- taxi costs;
- alternative transport costs;
- missed events;
- business losses; or
- indirect or consequential losses.

European Sleeper does not guarantee the availability, punctuality or operational continuity of connecting train services operated by third parties.

Nothing in these Terms & Conditions limits any rights passengers may have under applicable law.

12. Customer Support

For general questions regarding your overall journey, please contact European Sleeper Customer Service.

For questions relating specifically to connecting train tickets, including:

- delays;
- cancellations;
- ticket changes;
- refunds;
- fare conditions; or
- travel information;

please contact Choo-Choo Customer Support.

Current contact details are available on the European Sleeper website and in your booking confirmation.

13. Data Sharing

In order to facilitate bookings, issue tickets and provide customer support, relevant booking and travel information may be shared between:

- European Sleeper;
- Choo-Choo;
- railway operators;
- issuing carriers; and
- distribution partners.

Such processing takes place in accordance with applicable privacy legislation and the respective privacy policies of the organisations involved.

14. Acceptance of these Terms

By booking a connecting train service through the European Sleeper booking flow, you acknowledge and accept that:

- connecting train services are separately ticketed;
- different operators and contractual conditions apply to different journey segments;
- transfer times are recommendations rather than guarantees;
- additional costs may arise in the event of disruption;
- European Sleeper operates only the European Sleeper train services;
- Choo-Choo acts as reseller and support partner for connecting train services; and
- connections between separately ticketed services are not guaranteed.