Refunds and exchanges

Policy for Passes and Seat Reservations

Latest update: 1 May 2026, V11

**** This Version 11 of our refund and exchange policy only applies to Passes and Seat Reservations purchased from 1 May 2026 to 9 September 2026 ****

V11 Updates

- Added Interrail.com to purchase options

This Refund & Exchange Policy applies to all Passes and Seat Reservations purchased through the Eurail.com, Interrail.com or Interrail.eu websites or any subdomain. If you purchased via another channel, you will need to reach out to the original point of sale for further assistance.

We update this policy from time-to-time. The version which applies to you is the one published on our website at the time of your purchase. You may find older versions of this policy here: Version 5 (for purchases from 17 April 2024 to 25 June 2024), Version 6 (from 26 June 2024 to 7 October 2024), Version 7 (from 8 October 2024 to 5 January 2025), Version 8 (6 January 2025 to 10 March 2025), Version 9 (11 March 2025 to 29 October 2025) and Version 10 (30 October 2025 to 30 April 2026).

Standard Mobile Passes, Plus Pass and German Rail Twin Pass policy

Paper Passes

Promo Passes

Seat Reservations

Standard Mobile Pass, Plus Pass and German Rail Twin Pass policy

When is your mobile Pass, Plus Pass, or German Rail Twin Pass refundable and exchangeable?

Mobile Passes (excluding Plus Passes, German Rail Twin Passes and Promo Passes)
Non-activated mobile Passes are refundable and exchangeable until the last possible activation date (11 months from the date of purchase).

Plus Passes
Non-activated Plus Passes are refundable and exchangeable until the last possible activation date (3 months from the date of purchase), provided no Seat Reservations included with the Plus Pass have been booked. If any included Seat Reservations are booked, the Plus Pass becomes non-refundable and non-exchangeable.

German Rail Twin Passes
Non-activated German Rail Twin Passes are refundable and exchangeable until the last possible activation date (11 months from the date of purchase). Note, both Passes of the Twin Pass must be non-activated, and they can only be refunded or exchanged together.

Are unused Travel Days and Plus Pass Credits refundable and exchangeable?
Unused Travel Days and Plus Pass Credits are non-refundable and non-exchangeable, unless the Pass itself is refundable or exchangeable.

How much will the refund be? You can see how much of the Pass purchase price you'll get back by reading the table below.

Please note, all refunds will be sent to you via the payment method used to purchase your Pass. This might take up to 10 business days to appear in the original account, depending on the protocols of your bank and/or payment method.

	Within 7 days *	**After 7 days**	
		With Refund Protection **	**Without Refund Protection**
Refund:	Fully refundable including Refund Protection	Fully refundable	Refundable with a 10% fee per Pass ***
Exchange:	Fully refundable including Refund Protection	Fully refundable with no exchange fee	Refundable with a € 25 fee per Pass ***

* 7 Days (168 hours) starting from the moment of purchase.
** Refund Protection (formerly known as Plus) is available only in combination with mobile Passes. After 7 days (168 hours), Refund Protection becomes non-refundable in all cases.
*** The refund and exchange fees are automatically converted into your purchase currency. Depending on which version of this policy applies to your purchase, the

refund fee may be different. For German Rail Twin Passes, the exchange fee applies to each Pass of the Twin Pass.

How to request a refund

For standard mobile Passes, follow these steps below. For Plus Pass holders, contact our Customer Service team via this link.

- **Step 1**: Log into your Account.
- **Step 2**: Head to My Account > View Pass details > View order > Return your Pass.
- **Step 3**: Select the Pass you no longer want, let us know why you are returning your Pass and then click Request return when ready. Please note, after submitting your refund request, it cannot be reversed or cancelled.

How to request an exchange

- **Step 1**: Log into the same Account used to purchase your Pass.
- **Step 2**: Purchase a new Pass via either Interrail.com, Interrail.eu or Eurail.com, whichever applies to you (if you are unsure, please check here to see if you need an Interrail or Eurail Pass).
- **Step 3**: Head to My Account > View Pass details > View order > Return your Pass.
- **Step 4**: Select the Pass you no longer want, let us know why you are returning your Pass and then click Request return when ready. Our system will automatically recognise that you are requesting an exchange. Please note, after submitting your exchange request, it cannot be reversed or cancelled.

When is a Mobile Pass activated and non-activated?
Your Mobile Pass is activated when the first and last day of the Validity Period are defined. The Validity Period is defined if the start date and end date are showing under 'Validity period' in the My Pass section of the Rail Planner app.

Your Mobile Pass is non-activated when it is not activated.

Can an activated Mobile Pass be deactivated?
You can deactivate your Mobile Pass any time before the start of your chosen start date. Go to My Pass, tap the three dots on the top right, and tap 'Deactivate Pass'.

If the Validity Period has started, your Mobile Pass can no longer be deactivated.

How do you know when the last possible activation date is?
You can identify the last possible activation date in two ways:

- Under 'Activate by date' in the order confirmation email sent after the purchase of the Mobile Pass; or
- Under 'Activate this Pass by' in the My Pass section of the Rail Planner app (only applicable if the Mobile Pass has been added to the Rail Planner app and no validity period has been set).

How can you check if you purchased Refund Protection (formerly known as Plus)?
If Refund Protection was purchased, it will appear on the 'Payment confirmation' attached to your order confirmation email.

If you are still unsure, please get in contact with the Eurail Customer Service team for assistance.

What should you do if you see the message 'You currently have no order eligible for a refund' when checking your Account?
First, check the status of your Pass. If your Pass has been activated but the first travel date is in the future, you will need to deactivate your Pass before requesting a refund or an exchange.

Second, please check if you are logged in to the same account that was used when purchasing the Pass. If you are logged in with a different account, your Pass will not appear. You will then need to log into the same account used when purchasing the original Pass. If you still cannot see an order eligible for a refund, please get in contact with the Eurail Customer Service team.

Standard Paper Pass policy

When is your Paper Pass refundable and exchange? Your Paper Pass (excluding Promo Passes) is refundable and exchangeable when these two conditions are met:

- Your Pass has not been used (a Paper Pass is used once the Validity Period has started); and
- You must submit your refund or exchange request within the following applicable timeframes:

For a Paper Pass with a Predefined Start Date	For a Paper Pass with a Predefined Start Date, but certified as 'NOT USED'	For a Paper Pass without Predefined Start Date*
Before the first date of the validity period.	No later than one month after the last date of the validity period.	No later than the last possible activation date.

* Applies only to Eurail Paper Passes sold without a predefined start date. Interrail Paper Passes are not available for purchase without a predefined start date.

Are unused Travel Days and shipping costs refundable and exchangeable? Unused Travel Days are non-refundable and non-exchangeable, unless the above two conditions are met.

What about shipping costs? Shipping costs, both within and after 7 days of purchase, are non-refundable in all cases.

How much will the refund be? You can see how much of the Pass purchase price you'll get back by reading the table below.

Please note, all refunds will be sent to you via the payment method used to purchase your Pass. This might take up to 10 business days to appear in the original account, depending on the protocols of your bank and/or payment method.

	Within 7 days	After 7 days
Refund:	Fully refundable	Refundable with a 10% fee * **
Exchange:	Fully refundable	Refundable with a fee € 25 * per Pass

* The refund and exchange fees are automatically converted into your purchase currency.
** Depending on which version of this policy applies to your purchase, the refund fee may be different.

Do I have to return my Paper Pass to Eurail? In both refund and exchange cases, you must **return the original Paper Pass** (inclusive of the Rail Pass and Pass Cover) to our office in order to receive your refund. This can be done by using the free shipping return label provided to you in the package containing your original Paper Pass.

How to request a refund

- **Step 1**: Log into your Account.
- **Step 2**: Head to My Account > View Pass details > View order > Return your Pass.
- **Step 3**: Tick the Refund option, select the Pass that you no longer want, let us know why you want to return your Pass and then click the Request return when ready.
- **Step 4**: Send your Paper Pass (both the Rail Pass and Pass Cover) back to us using the free shipping return label. Once we have received your unused Paper Pass(es), we will process your refund as soon as possible. * Without receiving your unused Paper Pass(es), we will not be able to process your refund.

How to request an exchange

- **Step 1**: Log into the same Account used to purchase your original Paper Pass.
- **Step 2**: Purchase a new Pass (Paper or Mobile) via either Interrail.com, Interrail.eu or Eurail.com, whichever applies to you (if you are unsure, please check here to see if you need an Interrail or Eurail Pass).
- **Step 3**: Head to My Account > View Pass details > View order > Return your Pass.
- **Step 4**: Tick the Exchange option, select the Pass you no longer want, let us know why you are exchanging your Pass and then click Request return when ready.
- **Step 5**: Let our Customer Service team know your old and new order numbers via this link.
- **Step 6**: Send your Paper Pass (both the Rail Pass and Pass Cover) back to us using the free shipping return label. Once we have received your unused Pass(es), we will process your refund as soon as possible. * Without receiving your unused Paper Pass(es), we will not be able to process your refund.

* Depending on the country from which you are returning your Pass, it may take up to 8 weeks for us to receive the package. In some cases, this period may be longer. Please note, after positing your Pass to us, it will no longer be possible to reverse or cancel your request.

How do you know your Paper Pass has a predefined start date?
Your Paper Pass has a predefined start date if there is a date to the direct right of the note reading 'VALID:' on the paper Rail Pass. If in doubt, please get in contact with our Customer Service team for further assistance.

How can you certify your Paper Pass as 'NOT USED'?
To certify your Paper Pass as not having been used, you must request a railway official in Europe to endorse your Paper Pass as 'NOT USED' **before** the first date of the Validity Period.

Did your Paper Pass arrive later than expected?
If your Paper Pass arrived later than the estimated delivery date, please do not hesitate to get in contact with the Eurail Customer Service team.

Want to change something on your Paper Pass?
Once your Paper Pass has been printed, the details cannot be changed. If you want to change any of the details, you must apply for an exchange.

What if you lose your Paper Pass or it is stolen?
If your Paper Pass is lost or stolen, it cannot be re-issued (as a duplicate) or refunded. A new Pass must be purchased.

Promo Pass

The refund and exchange conditions for Promo Passes vary from promotion to promotion. Check the Promo Conditions to see if your Promo Pass is refundable and/or exchangeable. In all cases, however, if your Promo Pass is refundable and/or exchangeable, the following conditions always apply.

- We can't apply Promo discounts to regular Passes purchased before a Promo has started or after a Promo has ended.

- To request a refund or exchange, you will need to follow the standard refund or exchange process for Mobile Passes or Paper Passes (whichever is applicable).
- For exchanges, the promotional discount cannot be applied to your new Pass(es) if the promotion has already ended.

Seat Reservations policy

When can a Seat Reservation be refunded and/or exchanged? Except for Seat Reservations booked using Plus Pass Credits, your Seat Reservation is refundable and/exchangeable if the Exchange and refund conditions for reservations webpage allow it. You will just need to search for your Seat Reservation by the country of departure and ensure that you submit your request within the allowed timeframe.

Where you have booked with Plus Pass Credits, your Seat Reservation (including the Credit) is non-refundable. It may be exchangeable, however, if the service specific conditions allow it.

Are unused Seat Reservations refundable and/or exchangeable? Unused and partially used Seat Reservations are non-refundable and non-exchangeable, unless permitted by the applicable refund and exchange policy.

What about the Booking Fee and shipping costs? The Booking Fee and shipping costs are non-refundable in all cases.

What if the train was cancelled or you will miss it? If your train is cancelled or you will likely miss your connection, please do not use the refund steps set out below. Instead, please get in contact with our Customer Service team.

If you request a refund through your Account due to the cancellation of a train, a missed connection or for any other reason (including a change in plans), you will be deemed to have accepted the refund conditions as set out in the Exchange and refund conditions for reservations. Where this happens, we will not provide any further refund of the Seat Reservation purchase price.

Some other important conditions.

- All exchanges are subject to availability.

- Once your refund or exchange request is submitted, your Seat Reservation ticket is no longer valid and cannot be used.
- A submitted refund or exchange request cannot be reversed.
- All refunds will be sent to you via the payment method used to purchase your Seat Reservation. This might take up to 10 business days to appear in the original account, depending on the protocols of your bank and/or payment method.

How to request an **exchange** of a Seat Reservation

If your Seat Reservation is exchangeable, the right exchange process to follow is determined by your particular Seat Reservation:

- For **Eurostar** trains, please go to the Eurostar website > then Manage Booking > follow the process required by Eurostar.
- For **TGV** trains with a Seat Reservation ticket endorsed with **CIV 1088**, please contact the Eurail Customer Service team for further assistance.
- For **Trenitalia** trains, go to the Reservations Overview section of your Account > select the ticket you wish to exchange > follow the prompts.
- For all others, please see our Exchange and refund conditions for reservations webpage for more information.

How to request a **refund** of a Seat Reservation

Do not follow this refund process if your train was cancelled or you will miss your train due to delays – instead, contact Customer Service.

For **E-Ticket** Seat Reservations only:

- **Step 1**: Go to Reservations Overview section of your Account.
- **Step 2**: Select the Seat Reservation you no longer want > click Refund tickets > follow the prompts to obtain your refund. *
- **Step 3**: Once your request is confirmed, your refund will be processed automatically.

* Once you confirm your refund request, no further refund in relation to that Seat Reservation can be processed.

For **Paper Ticket** Seat Reservations only:

- **Step 1**: Go to Reservations Overview section of your Account.
- **Step 2**: Select the Seat Reservation you no longer want > click Refund tickets > follow the prompts to obtain your refund. *
- **Step 3**: After submitting your request, send your Paper Ticket back to our office by **no later than one month after the date of the refund request** (we will provide a return address to which the Paper Ticket must be sent). **
- **Step 4**: After receiving your Paper Ticket, we will process your refund as soon as possible. Without receiving your unused Paper Ticket, we will not be able to process your refund.

* Once you confirm your refund request, no further refund in relation to that Seat Reservation can be processed.

** Please note: you are responsible for the costs of returning the Paper Ticket(s) to our office. These costs will not be refunded or reimbursed. If the Paper Ticket is lost in the post, we will not be able to refund the purchase price. For that reason, it is best to use registered shipping.

Why do I need to return the paper Reservation Ticket?
Paper Tickets are printed on value paper that must be returned to be refundable.