

VI. Compensation for Delays

51. If a train is delayed and the passenger continues the journey on that train to the intended destination, the passenger is entitled to compensation for the delay, for which no costs have been reimbursed in accordance with Paragraph 43, in the following amount:
 - 51.1. 25% of the ticket price if the delay is between 60 and 119 minutes
 - 51.2. 50% of the ticket price if the delay is 120 minutes or longer
52. The compensation specified in Paragraph 43 also applies to passengers who have purchased a timed (subscription) ticket. If the above passengers have experienced repeated delays or trip cancellations during the validity period of their timed (subscription) ticket, they are entitled to appropriate compensation in accordance with the compensation policy of AS "Pasažieru vilciens". If delays of less than 60 minutes occur repeatedly during the validity period of a timed (subscription) ticket, the duration of the delays is added up and passengers are granted compensation based on the accumulated time, i.e. 25% or 50% of the price of the timed (subscription) ticket, divided by the number of days the timed (subscription) ticket is valid, divided by two. During the validity period of a timed (subscription) ticket, multiple compensations can be accumulated.
53. Compensation for a delay is calculated based on the full ticket price that the passenger actually paid for the delayed trip.
54. Compensation for through-tickets is calculated based on the total amount paid in a single transaction for the ticket or tickets in question, plus 75% of that amount if the passenger misses one or more connections.
55. Compensation for the delay is paid within one month of receipt of the claim.
56. The minimum amount below which compensation is not paid is EUR 3.
57. The passenger is not entitled to compensation for a delay if he/she is informed of the delay before purchasing a ticket, or if the delay resulting from continuing the journey using another mode of transport or changing the route is less than 60 minutes.
58. AS "Pasažieru vilciens" is not obligated to pay compensation for a delay if it can prove that the delay, missed connection or cancellation was directly caused by or was inextricably linked to:
 - 58.1. Exceptional circumstances not related to the operations of AS "Pasažieru vilciens", such as extreme weather conditions, major natural disasters or serious public health crises, which AS "Pasažieru vilciens", despite the actions it took in accordance with the circumstances of the specific case, was unable to avoid and the consequences of which it was unable to prevent
 - 58.2. Due to the passenger's fault
 - 58.3. The actions of a third party which AS "Pasažieru vilciens", despite the actions it took in accordance with the circumstances of the specific case, was unable to avoid and the consequences of which it was unable to prevent, for example, persons on the tracks, cable theft, emergencies on the train, law enforcement actions, sabotage, or terrorism.