



## JOURNEYS WITH CONNECTIONS: YOUR NEW RIGHTS

If you buy a journey with one or more connections, your tickets could be deemed to be a single transport contract, known as a "Through Ticket". How do you know if you qualify?

 Your journey must include one or more journeys with a connection. All of your connecting journeys must have been reserved with a single payment. The connections on your journey from end to end were suggested by your ticket vendor and respect the minimum and maximum connection times set out by the railway undertaking. The delay is caused by at least one of the connecting journeys shown on your ticket. Your journeys with connections must involve (1): TGV InOui, OUIGO, Intercités, TER (2) and domestic lines between France-Germany, France-Switzerland (Lyria) and Brussels-France jointly operated by SNCF. Your journey is a journey within France or a journey between Paris-Luxembourg, Paris-Fribourg, Paris-Barcelona or Paris-Milan.

If you fulfil these 6 conditions, the connecting tickets are deemed to be a single transport contract from end to end which offers you support and compensation if your arrival at your final destination is delayed by more than 60 minutes. For more information on your rights, see the terms and conditions in the "Through Ticket" section on [www.sncf.com](http://www.sncf.com). If you do not fulfil these 6 conditions, your connecting tickets are deemed to be separate transport contracts and do not offer the guarantee of a "Through Ticket". Any claim must be made within 3 months of your journey.

(1) Connecting Thalys and Eurostar tickets are considered a "Through Ticket".

(2) The compensation rules do not apply to connections with TER up until 31/12/2024.