

Austria

S-Bahn

Passenger assistance

ÖBB trains generally have spaces for wheelchairs and assistance dogs inside the train, and low-floor entrances for barrier free access to the train. Conditionally, wheelchair-accessible toilets as well as an access ramp are also provided. More information are available from the ÖBB customer service at **+43 (0)5 1717**.

Discount for Passengers with Disabilities

With your certificate of disability, you can travel with ÖBB throughout Austria with **50% discount**. You do not need a discount card, but rather save directly on each trip with ÖBB. You can find more information [here](#).

Mobility Service

To allow ÖBB Customer service to organize and ensure best possible assistance at the station for you, you should inform about the trip you intend to take at the latest **12 hours** before departure (at the latest 48 hours for international travels). You can find **request forms** for an assisted journey for passengers with disabilities [here](#).

Belgium

Passenger Assistance

Requesting assistance should be done **24 hours** in advance and can be arranged [here](#), or by calling **02 528 28 28** (open every day from 7:00 am to 9:30 pm).

Bosnia-Herzegovina

Passenger Assistance

Railway of the Republic of Srpska (ZRS) provides assistance for disabled passengers and passengers with reduced mobility, free of charge during the journey. Please send a notification at least **72 hours** prior to the intended journey date. Notification should be sent to: zeljko.popovic@zrs-rs.com.

Bulgaria

Passenger Assistance

It is necessary for disabled persons and persons with reduced mobility to request a special coach before their travel:

- **Two working days** prior to the trip - for trains in which composition special coaches are included on a daily basis;
- **Three working days** prior to the trip - for trains, in which composition, in view of the request received, a special coach has to be included additionally

The list of telephone numbers to call at the dispatch points in the railway stations is listed [here](#).

Croatia

Passenger Assistance

HŽ Putnički prijevoz and HŽ Infrastruktura provide assistance to disabled persons and persons with reduced mobility free of charge during the journey. Please send notification **at least 48 hours** prior to the intended date of journey. Further information can be found [here](#).

Czech Republic

Passenger Assistance

ČD

Most of the trains have been adapted for passengers using wheelchairs and for persons with reduced mobility and orientation. [Request Forms](#) are available for an assisted journey for travellers with reduced mobility (in Czech). You can find more information [here](#).

You can find services and degree of accessibility on each station, for all stations in the Czech Republic here: [List of Stations](#).

RegioJet

You can request assistance on the 24/7 RegioJet Infoline on **+420 222 222 221**, at the point of sale, via email at vozickari@regiojet.cz, or via the online request form [here](#).

All information regarding passengers with reduced mobility travelling with RegioJet trains can be found [here](#).

Denmark

Passenger Assistance

Discount for Passengers with Disabilities

There is disability discount available. Find more about products and disability services [here](#).

Mobility Service

Page detailing assisted travelling for passengers with reduced mobility can be found here: [Services for the Handicapped](#) (depends on whether customers need assistance within Denmark or across borders). If you travel within the country, you need to make arrangements up to **12 hours before departure**. If you travel internationally, it has to be made **48 hours in advance**. For more information, you can call the following numbers: (Denmark) **+45 70 13 14 19** and (International service) **+45 70 13 14 18**.

Finland

Passenger Assistance

A broad range of services for passengers with different disabilities can be found [here](#). Assistance service is available at all stations with travel services, request for assistance can be made up to **36 hours** before the journey.

Contact VR Customer Support: **0800 166 888** (free of charge), open every day from 5:00am to 10:00pm for booking services for disabled customers e.g. assistance at stations.

France

Passenger Assistance

There are various services available regarding disability access. For special assistance with a disability or limited mobility, several fee-based services are offered by SNCF to make your journey easier—from door to door. More information about these services can be found [here](#), along with the [SNCF limited mobility guide](#) (in French).

More info about station services for passengers with reduced mobility, priority and discounts, special assistance can be found, and station and on-board accessibility can be found [here](#).

North Macedonia

Passenger Assistance

Stations and trains have access for passengers with reduced mobility. Requests for assistance can be made locally to railway/station employees.

Germany

Passenger Assistance

Details about assisted travelling for passengers with reduced mobility are available [here](#) (in German).

S-Bahn

Passenger Assistance

Most S-trains have automatic sliding doors and are normally designed so the doors are in line and level with the platform. On some older stations or trains, you can ask the driver for assistance, a call for help button can normally be found at the front of the train behind his cabin. Where necessary the driver will be able to provide a ramp for wheelchair users.

Great Britain

Passenger Assistance

To booking assistance you only need to contact one train company and they will organize assistance for your whole journey. You can book assistance by phone or online with the company directly or centrally here:

- disabledpersons-railcard.co.uk/travel-assistance/
- **0800 022 3720**
- **0845 60 50 600** textphone/minicom

More information about assistance for passengers with disabilities or reduced mobility can be found [here](#).

Greece

Passenger Assistance

TRAINOSE provides services to individuals with special needs and persons with reduced mobility as outlined [here](#).

Hungary

Passenger Assistance

Assistance for passengers with disabilities and reduced mobility is offered at major stations. More information is available [here](#).

Ireland

Passenger Assistance

The facilities for passengers with disabilities, together with contact details for optimal assistance and further information can be found [here](#).

Italy

Passenger Assistance

Special assistance (free service) at stations in Italy for elderly passengers and those with disabilities are available. Assistance for passengers with disabilities or reduced mobility is also provided for Freccialink connections by RFI (Rete Ferroviaria Italiana).

More information for special assistance at stations and Trenitalia services can be found on the website [here](#).

Latvia

Passenger Assistance

To facilitate the arrival of persons with reduced mobility in the train, they are provided at particular stations with the possibility to get lifted in and out of the train wagon by means of the mobile lifts. The service is provided for free.

Currently the service is provided in the following stations: Riga, Krustpils, Rezekne, Daugavpils, Jelgava, Saulkrasti, Sigulda, Dubulti, Vaivari.

Person who needs assistance must notify of his/her planned trip at least 48 hours before the start of the trip by calling the free phone **+371 80001181** or electronically. The service may be notified on working days from 8:00am to 5:00pm. More info can be found [here](#).

Lithuania

Passenger Assistance

Information about services offered for passengers with reduced mobility, with contact information for arranging personal assistance is available [here](#). Assistance must be requested not later **than 24 hours** before the departure of the train and **48 hours** for international services. A [discount](#) is also available by providing documents required. For more information you can phone: **8 700 55 111**.

Luxembourg

Passenger Assistance

Information about services offered for passengers with reduced mobility, with contact information for arranging personal assistance is available [here](#). Assistance must be requested a minimum of **1 hour** in advance for national domestic services and **48 hours** for international services).

The Netherlands

Passenger Assistance

Assistance for travelers who have reduced mobility or are visually impaired is available. Further information can be found [here](#).

Norway

Passenger Assistance

Facilities provided regarding passengers with reduced mobility can be found [here](#). They should be booked at least 24 hours in advance, by calling the Customer Service Centre on +47 477 70 098, the NSB Call Centre on **+47 61 05 19 10**, or via email to assistanse@banenor.no.

Poland

Passenger Assistance

Accessibility in stations, on trains, contact information and facilities provided regarding passengers with reduced mobility can be found [here](#) (in Polish).

Portugal

Passenger Assistance

Passengers with reduced mobility can be assisted with the Integrated Mobility Service. More information and contact details for arranging assistance can be found [here](#).

Romania

Passenger Assistance

In some railway stations, CFR Călători provides free [assistance for passengers with disabilities](#).

Serbia

Passenger Assistance

Accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility can be found [here](#).

Slovakia

Passenger Assistance

Accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility can be found [here](#).

Slovenia

Passenger Assistance

Accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility can be found [here](#). Assistance should be booked 48 hours in advance and can be done by calling **+386 (0)12913391** or sending an email to potnik.info@slo-zeleznice.si

Spain

Passenger Assistance

Atendo service provides free assistance for railway passengers with reduced mobility or other disabilities. It offers passengers guidance, information and help with access to and transit at stations, as well as assistance for getting on and off trains.

Eurail or Interrail Pass holders need to get a reservation to use High Speed / Long Distance trains. The request for assistance can be made when purchasing the reservation at long distance train stations or the Eurail reservation service, or by calling **+34 91 214 05 05**. The customer must indicate the assistance type according to the following list:

- Person travelling in own wheelchair who needs an H-seat.
- Person in a folding wheelchair travelling in a regular seat.
- Person with an auditory or visual disability but without a guide dog/attendant.
- Person with reduced mobility.

Further information can be found [here](#).

Sweden

Passenger Assistance

Assistance for people with reduced mobility is available at many stations throughout Sweden. Please book assistance no later than **24 hours** before departure by calling **+46 771-75 75 75**. There are also different seating options for persons with reduced mobility. Further information about travelling with wheelchairs and service dogs can be accessed [here](#).

Switzerland

Passenger Assistance

Accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility are available. Detailed information regarding mobility services can be found [here](#).

S-Bahn

Passenger assistance

SBB trains generally have low-floor entrance for easier accessibility. More information about accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility can be found [here](#).

Turkey

Passenger Assistance

Porters assistance for passengers with disabilities is available at these following main stations: Ankara, İstanbul/Pendik, Eskişehir and Konya. Please enquire station's staffs for further information.