

## Press release

Brussels, 2 September 2024



International Rail Transport Committee  
Comité international des transports ferroviaires  
Internationales Eisenbahntransportkomitee



# Rail Sector continues to improve passenger experience in international travel

On 1 September 2024 Eurostar became the latest party to the CIT Agreement on Journey Continuation, joining the ranks of 19 other railway companies<sup>1</sup>. That means that Eurostar passengers will be able to continue their journey in case of a missed connection, and without any extra cost if this is due to a delay or cancellation.

Initiated by the International Rail Transport Committee (CIT) and the Community of European Railway and Infrastructure Companies (CER), the Agreement on Journey Continuation or 'AJC' is one of the flagship enablers of achieving better passenger experience in international rail travel and an important component of the CER [Ticketing Roadmap](#) published almost three years ago.

With the addition of Eurostar, the AJC now represents over 90% of CER members' passenger traffic in the EU. CER expects more railway undertakings to join by the end of the year and in 2025, further fulfilling the goal of passenger protection across the EU by 2025.

The AJC is a multilateral agreement between European railway companies which was established to enhance passengers' travel experience by complementing the existing law. It is governed by the CIT.

Besides geographical expansion of the agreement, CER and CIT members are, together with the UIC, also working to digitalise their services by combining technical enablers for booking ([OSDM](#)), timetables (MERITS), real-time information and online ticket status ([ETCD](#)). This will further deliver a seamless ticketing experience to support passengers in case of delays and disruptions. In parallel, CIT is also working on improving the Agreement, making it easier to understand and more accessible for passengers. Working together with the European Passengers' Federation, an explanatory leaflet was published and can be viewed [here](#).

**CIT Secretary General Gilles Mugnier** said: *"The admission of Eurostar to the AJC has been eagerly awaited by passengers and the railway sector. We are therefore particularly pleased that Eurostar has joined the AJC. Eurostar has worked efficiently to become a member of the AJC, demonstrating the importance of the agreement to provide the best possible travelling experience for all international passengers."*

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<sup>1</sup> As of September 2024, the following companies are members of the AJC: BLS and SBB/CFF/FFS, CD, CFL, DB, DSB, Eurostar (including Eurostar International Limited and THI Factory), GYSEV and MÁV-START, HŽPP, NS, ÖBB, PKP IC, Renfe, SJ, SNCB/NMBS, SNCF, SZ, Trenitalia, ZSSK.

**CER Executive Director Alberto Mazzola** said: *"Ensuring seamless international ticketing is a priority for CER members who are working hard to implement all aspects of the CER Ticketing Roadmap and fully deliver its commitments by 2025. The CIT Agreement on Journey Continuation is one of the foundations of the Roadmap, and we are proud to see such continued progress two years in advance of set deadlines. In order to boost digital investments and further accelerate the Roadmap's deployment CER strongly advises that the Open Sales and Distribution Model (OSDM) is referenced in European legislation\*."*

See more information on the CIT AJC on the [CER website](#).

*\*The Technical Specification for Interoperability (TSI) on Telematic Applications is currently under revision*

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### About CER

The Community of European Railway and Infrastructure Companies (CER) brings together around 70 railway undertakings, their national associations as well as infrastructure managers and vehicle leasing companies. The membership is made up of long-established bodies, new entrants and both private and public enterprises, representing 78% of the rail network length, 81% of the rail freight business and about 94% of rail passenger operations in EU, EFTA and EU accession countries. CER represents the interests of its members towards EU policymakers and transport stakeholders, advocating rail as the backbone of a competitive and sustainable transport system in Europe. For more information, visit [www.cer.be](http://www.cer.be) or follow us on Twitter [@CER\\_railways](#) or [LinkedIn](#).

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### About CIT

The International Rail Transport Committee (CIT) is an association of over 130 railway undertakings and shipping companies that operate international passenger and/or freight transport services. The aim of the CIT is to ensure practically oriented implementation of the railway law in force at undertaking level - such as the CIV Uniform Rules and the PRR in the passenger sphere. In addition, it strives the standardisation of the corresponding contractual relations and represents its members' interests vis-à-vis authorities and other associations.

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