



March 6, 2020

Dear Partner,

Firstly, we hope that this email finds all of you, family, friends and colleagues in good health. As all of us, we at Rail Europe have been following the Covid-19 virus and its spread across the globe closely and the impact it is having on our employees, suppliers, partners and travelers.

Most of us plan our vacations well in advance and with much anticipation, to the actual holiday and the experiences that they bring. It is a very difficult decision to make to cancel or postpone such a trip and for those that have made it, we want to offer our assistance in navigating that process.

Our teams have been working closely with the European rail carriers in the affected areas to be able to advise you on the carrier policies. As the situation is a constantly evolving one, please visit our web site for the latest updates: agent.raileurope.com, and after logging in, visit our dedicated page on the Covid-19 virus [here](#).

At Rail Europe, our mission is to offer both expertise and easy solutions when it comes to booking train travel. Consequently, we are sharing information with you on a daily basis on agent.raileurope.com with all the updates we can possibly offer about the coronavirus (otherwise known as COVID-19) outbreak.

Should your clients travel at the moment?

Our customers' safety is paramount. However, we want to reassure you that, at present, train travel around many parts of Europe is still being enjoyed by hundreds of thousands of people. Indeed, the [World Health Organisation](#) says that restricting travel during public health emergencies is ineffective. We do recommend, however, that your customers check with their home country's travel advisory service for destination updates.

Your customers have already booked and don't want to travel. Can they get a refund?

This depends very much on the train operator you have booked for them. Their policies change regularly, and we will update the details on agent.raileurope.com as soon as we get information. If the train operator is not listed on our web site, then they have **not yet** offered a refund policy based on coronavirus, but their normal terms and conditions will apply. In most cases, you can process the refunds for customers with Rail Europe. For exceptions, visit our dedicated page [here](#)

Are European trains being cancelled because of the coronavirus outbreak?

To date, few train services have been affected. We will be in touch with you who have booked tickets on any journeys where this might happen in the future.

Many thanks for your patience as we continue to inform and, hopefully, reassure you, our valued partners.

Best Regards,

Laurent Tonnellier, GM Americas
