

Booking rail travel in Europe is now a little easier – more countries accept e-tickets

When the time comes to start travelling again, many want to opt for travelling by train in Europe. Our travel agency Egencia provides information about international rail travel bookings and states that, starting this autumn, more countries will accept tickets in PDF format, which is positive and makes processing considerably easier for all the parties involved:

Egencia carries out international rail travel bookings via personal service on the phone – in those countries and with those train operators that have system support from the providers in question (train companies).

Electronic tickets are delivered where possible, and in other cases paper tickets are delivered by post. This is because no uniform external rail travel system has been developed to provide electronic tickets in the same way as for air travel.

The traveller can present their ticket on their mobile phone, laptop or similar, but if travel is via a night train abroad the ticket is to be printed out so that it can be presented to the train staff on request.

Added 23 April 2021: Contact Egencia concerning possible refunds and similar matters.

Please note that time needs to be allowed for sending physical tickets by post (which is done within Sweden).

- According to Egencia's system supplier, it will be possible to book rail travel in the 32 countries below. However, it may not be possible to book tickets with certain small, local train operators.

Belgium, Bosnia, Bulgaria, Denmark, Finland, France, Ireland, Italy, Kazakhstan, Croatia, Luxembourg, Macedonia, Moldavia, Montenegro, the Netherlands, Norway, Poland, Portugal, Rumania, Russia, Switzerland, Serbia, Slovakia, Slovenia, Spain, the Czech Republic, Turkey, Germany, Ukraine, Hungary, Belarus, Austria

- At present it is possible to receive PDF tickets in the following countries (negotiations are ongoing with more countries): Denmark, France, Switzerland, the Czech Republic, Germany, Slovakia and Hungary.
- No seat reservations are possible at present for Switzerland, the Benelux countries and Portugal. However, reservations are not compulsory.
- Only certain trains/routes are bookable in e.g. Russia.
- The UK – only Eurostar and Interrail passes are offered.
- The information above may be subject to changes.

Contact: Any questions can be sent to customer_service@egencia.se, or resor@lu.se.