

# FAQs

## **Once I've found the right product, how do I buy the ticket, and when do I do so?**

You can purchase rail passes or tickets either through your travel agent or directly from Rail Europe, through our website or by phone. Tickets can be purchased from 60 to 120 days in advance (depending on the route). However, for the best deals, purchase your tickets at least a month in advance. Also, in peak travel season, advance purchase ensures your seat on the train(s) of your choice.

## **What are overnight trains & how do I use my pass on them?**

Overnight trains are simply that: trains traveling through the night. The advantage is that by traveling overnight, you get to spend more time enjoying your destination during the day. Additionally, it saves on hotel costs. One thing to note for those who travel with passes: if you board a direct overnight train that departs after 7:00 p.m., you will use only 1 rail day on your pass, if you have not traveled prior on that day. If your overnight train requires a train change before midnight, you will use 2 travel days.

## **How can I find the right train, car, and seat?**

Simply match up the train number and departure times on your ticket with board displays at the stations in order to find the correct platform number. This will direct you to your train. Train car locations are indicated on each platform; train cars and seat numbers are visibly numbered. Note: clocks in Europe keep military time (listed from 0 to 24 hours).

## **What if I only speak English?**

Train stations in Europe are extremely traveler friendly. Signs in most major train stations are designed using international pictograms, something with which you're probably already familiar from airports, train stations, etc. Plus, you can always approach members of the station staff, most of whom speak some English.

## **How early should I arrive to catch my train?**

Plan on arriving at the station at least 30 minutes prior to your departure. This will give you sufficient time to board your train. If it's a large station and you need to validate your pass, arrive a little earlier.

## **When I get to the station, what do I do with my ticket or pass?**

If you are traveling with a ticket, just board the train. Passes, however, must be validated in the station before your first travel day. Validating simply requires that the pass be presented with your passport at a ticket booth prior to boarding. If you have a Flexipass, fill in the date of each travel day before the conductor comes through the car to check your pass.

## **Is it ok to bring food on board?**

Eating and drinking are permitted on all trains. If you travel with a Premier ticket, dining and beverage service is included either at your seat or in the dining car. You may also visit the bar or restaurant car at your leisure. European trains offer an assortment of continental cuisine. Smoking is not permitted, except in designated zones in some trains. All tickets booked through Rail Europe are in non-smoking zones.

## **What do I do with my luggage?**

Storage compartments are available on all trains, and are located at train car entrances or above the seats. It's a good idea to try and pack lightly for manageability and to allow time if you have more than one suitcase and need to change trains. Please label your luggage to avoid mix-ups. And note that some major train stations do have luggage storage facilities.

## **Are additional services available at the stations?**

Most stations offer services such as currency exchanges, shops, information desks, restrooms, restaurants, and more.

