

Information release

Railway strike: ECC-Spain reminds passengers of their rights in the event of train cancellations or delays

Passengers affected by the suspension of rail services are entitled to alternative transport or a refund.

Madrid, 10 February 2026.- Due to the general strike called by train drivers, the European Consumer Centre in Spain (CEC-Spain) reminds passengers that those affected are entitled to a refund of the ticket price, necessary food and accommodation, alternative transport and possible compensation.

Rail passenger rights

CEC-Spain reminds rail passengers about their rights in the event of cancellation:

- **Right to reimbursement or alternative transportation** to reach the final destination as soon as possible or at a later date convenient for the traveler. Travelers may choose to have the company refund the full amount of the ticket or travel on the alternative transportation provided. If the company does not provide alternative transport within a maximum of 100 minutes from the scheduled departure time, the passenger may arrange it themselves and, in this case, will be entitled to a refund of the coach fare. Refunds must be made within a maximum of 30 days.

- **Right to compensation for delays**

If the train is delayed as a result of the strike, and if the passenger has not been refunded the ticket price, affected passengers are entitled to compensation. This compensation must be 25% of the ticket price in the event of a delay of between 60 and 119 minutes and 50% of the ticket price in the event of a delay of 120 minutes or more. This compensation does not apply to tickets purchased during the days of the strike. Passengers are also not entitled to compensation if they are informed of the delay before purchasing the ticket or if the delay due to continuing the journey on another service or by another alternative route is less than 60 minutes.

- **Vouchers to be redeemed.** If the company offers vouchers to be redeemed at a later date, these cannot be imposed as mandatory. This type of voucher must be accepted voluntarily by passengers and must be sufficiently flexible in terms of both validity period and destination.

- **Right to accommodation.** When travelers experience cancellations on their return journey to their home, they will be entitled to accommodation whenever physically possible. If the railway company does not provide this accommodation, users may claim the cost of the accommodation they have had to arrange. The company must also provide the necessary transportation between the train station and the accommodation, and may limit the duration of the accommodation to a maximum of three nights.

- **Right to receive assistance.** In the event of departure or arrival delays of at least 60 minutes or cancellation of a service, passengers will be offered free assistance:

- **Real-time delay information.** Railway companies will provide information on how to request proof that the service has been delayed or that a connection has been missed due to a delay or cancellation.
- **Meals and refreshments.** In a manner appropriate to the waiting time, if available on the train or at the station or if they can reasonably be supplied.
- **Accessibility.** Wherever possible, the access requirements of persons with disabilities and persons with reduced mobility, as well as the needs of assistance dogs, shall be taken into account.

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