



## EucA INTERRAIL EXPERIENCE

### FAQ

#### ❖ What is an Interrail pass?

The Interrail pass is a train ticket that allows you to travel on almost all trains in Europe. With it, you get access to 35 railway and ferry companies in 33 countries.

#### ❖ When will I receive my Interrail pass?

With Premium shipping, you will receive your package in 1 week. If you choose Economy shipping, the package will arrive in approximately 2 weeks.

#### ❖ How can I track my package?

You can check the status of your order in your Interrail.eu account. You will also keep you up to date on its status by email. Once your order ships, you can track your Interrail pass with the tracking code.

If your order should have already arrived, check its status in your Interrail.eu account, as well as the tracking code for your order. If something appears to be wrong with your order, please contact the courier company directly.

#### ❖ How can I activate my Interrail pass?

To activate the Interrail pass is very easy, as you will discover! We recommend you to check how you can do it in this [tutorial](#) as soon as you can.

#### ❖ How do I use my pass?



The train conductors will need to see your pass. Each travel day on your pass has a different ticket, and each ticket shows all the trips you add to your pass for a travel day.

You can show your ticket with two simple gestures: go to "My pass" and then click on "Show ticket". The conductor will scan the barcode and check that the train you are on appears on your ticket. They will also check your personal information and may ask you to show them your passport or ID.

❖ Can I travel from my home town in Italy to Brussels?

Yes, you can use the Interrail pass to book the trains from your country of residence to Brussels. You will be able to see timelines and other important information to do so in the [Interrail official App](#)

❖ How many trains can I get with my Interrail pass?

You can take as many trains as you need as long as your Interrail is valid. Take into consideration that a travel day lasts 24 hours from midnight to midnight, and you can travel on as many trains as you want within that time frame - it still counts as using 1 travel day. Travel days can be used at any point during the time period for which your pass is valid.

❖ Which trains are included in the Interrail pass?

You can use your pass to travel on the national railways and some private railways in the countries where your pass is valid. In some cases, these train networks reach airports as well. [Check the full list here.](#)



The pass even includes certain buses and ferries to make sure everything is within reach. Some popular trains like the Eurostar, TGV and AVE are included in the Interrail pass, but require that you purchase a [seat reservation](#).

Check out the handy "pass network only" feature in the Rail Planner App to see the trains that are included in the pass.

- ❖ If there is some extra fee, like the seat reservation, to book my train; will EucA cover the difference?

No, you will have to take charge of the extra costs that may happen, as you agreed in the consent form.

- ❖ What if I finish my journey during the EucA Interrail Experience, because in the previous days I took many trains?

Take into consideration that you would need at least 3 travel days to complete the Interrail with EucA. If you exceed the travel days that can be used with your pass you will need to purchase the rest of your tickets. Nevertheless, you will count on the EucA team's support to plan your journey if you need to.

- ❖ Can I come back to Italy after the Interrail from Brussels?

Yes, you can use the Interrail pass to book the trains to your country of residence from Brussels. You will be able to see timelines and other important information to do so in the [Interrail official App](#)

- ❖ What If after the Interrail Experience I would like to come back to Italy from Strasbourg, is it possible?



Yes, you can use your Interrail pass to book the trains to your destination in Italy from Strasbourg. You will be able to see timelines and other information in the [Interrail official App](#)

❖ How will EUCA support my journey?

Our EucA team will be always in contact with you and help you directly to plan the trip if you have any doubts.

❖ Shall I inform EucA about the details of my trip?

Yes, you would be required to fill out a form letting us know the stages of your journey, as well as your concrete dates of arrival and departure.

❖ Can I take night trains with my Interrail pass?

Yes, you can. In fact, when traveling on a night train that leaves on one day and arrives the next, you only have to spend 1 travel day. But take into account that you cannot use your pass on its last travel day on overnight trains (the validity expires at 23:59 hours).

❖ I have other questions regarding my pass or the trip. Who can I contact?

The EucA team is willing to help you! Contact [e.martin@euca.eu](mailto:e.martin@euca.eu) if you need some extra help or other information regarding the Interrail Experience.