

# Passenger assistance & mobility services

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## Austria

Assistance can be requested [here](#) and at least 12 hours in advance for trains operated by OeBB. More information can be found [here](#).

## Belgium

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by SNCB. More information can be found [here](#).

## Bosnia-Herzegovina

Assistance can be requested by sending an email to [info@zfbh.ba](mailto:info@zfbh.ba) and [zeljko.popovic@zrs-rs.com](mailto:zeljko.popovic@zrs-rs.com) and at least 72 hours in advance for trains operated by ŽFBH and ZRS.

## Bulgaria

Assistance can be requested [here](#) and at least:

- Two working days prior to the trip - for trains in which composition special coaches are included on a daily basis;
- Three working days prior to the trip - for trains, in which composition, in view of the request received, a special coach has to be included additionally.

The list of telephone numbers to call at the dispatch points in the railway stations is listed [here](#).

## Croatia

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by HŽ Putnički prijevoz and HŽ Infrastruktura. More information can be found [here](#).

## Czech Republic

Assistance can be requested [here](#) for trains operated by ČD. More information can be found [here](#). Assistance can be requested [here](#) for trains operated by Regiojet. More information can be found [here](#).

## Denmark

Assistance can be requested [here](#) and at least 12 hours in advance for domestic trains operated by DSB and 48 hours in advance for international trains. More information can be found [here](#).

## Estonia

Assistance can be requested by email at [abi@elron.ee](mailto:abi@elron.ee) and at least 48 hours in advance for trains operated by Elron. More information can be found [here](#).

## Finland

Assistance can be requested [here](#) and at least 36 hours in advance for trains operated by VR. More information can be found [here](#).

## France

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by SNCF. More information can be found [here](#) (mobility guide in French).

## Germany

Assistance can be requested [here](#) and by 8 p.m. the day before the departure at the latest for domestic trips for trains operated by DB. A 48 hour notice is required for international trains. More information can be found [here](#) (in German).

## Great Britain

Assistance can be requested [here](#) and at least 2 hours in advance. More information can be found [here](#).

## Greece

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by Trainose. More information can be found [here](#).

## Hungary

Assistance can be requested by phone, by email or at train stations and at least 48 hours in advance for trains operated by Mav-Start. More information can be found [here](#).

## Ireland

Assistance can be requested by phone, by email or at train stations and at least 24 hours in advance for trains operated by Irish Rail. More information can be found [here](#).

## Italy

Assistance can be requested [here](#) and between 1 to 12 hours in advance depending on the train station for trains operated by TrenItalia. For international trains, assistance must be requested at least 48 hours in advance. More information can be found [here](#).

## Latvia

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by Pasazieru Vilciens. More information can be found [here](#).

## Lithuania

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by LTG Link and 48 hours in advance for international trains. More information can be found [here](#).

## Luxembourg

Assistance can be requested [here](#) and at least 1 hour before your departure and at the latest at 20:30 for departures on the same day for trains operated by CFL and 48 hours in advance for international trains. More information can be found [here](#).

## The Netherlands

Assistance can be requested [here](#) and at least 1 hour in advance for trains operated by NS and 48 hours in advance for international trains. More information can be found [here](#).

## North Macedonia

Assistance can be requested can be made locally to railway/station employees for trains operated by MZ-T.

## Norway

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by Entur. For trains operated by VY, more information can be found [here](#).

## Poland

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by PKP. More information can be found [here](#).

## Portugal

Assistance can be requested [here](#) and at least 12 hours in advance for trains operated by CP. More information can be found [here](#).

## Romania

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by CFR Călători. More information can be found [here](#).

## Serbia

Accessibility in stations, on trains, contact information and facilities provided to support passengers with reduced mobility can be found [here](#).

## Slovakia

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by ZSSK. More information can be found [here](#).

## Slovenia

Assistance can be requested [here](#) and at least 48 hours in advance for trains operated by SŽ. More information can be found [here](#).

## Spain

Assistance can be requested [here](#) and at least 30 minutes in big stations and up to 12 hours in advance for other trains. More information can be found [here](#).

## Sweden

Assistance can be requested [here](#) and at least 24 hours in advance for trains operated by SJ. More information can be found [here](#).

## Switzerland

Assistance can be requested [here](#) and at least 1 hour in advance for SBB domestic trains and 48 hours in advance for international trips. More information can be found [here](#).

## Turkey

Porters assistance for passengers with disabilities is available at these following main stations: Ankara, İstanbul/Pendik, Eskişehir and Konya. Please enquire station's staff for further information or go [here](#) (In Turkish).