

# **Taiwan Railway Corporation, Ltd. Passenger Train Delay Compensation Regulations**

Letter Tie-Dao-Ying-Zi No.1143501309 issued by the Railway Bureau, MOTC, on April 21, 2025 for Reference

- I. Taiwan Railway Corporation, Ltd. (hereinafter referred to as “the Company”) has established the Regulations herein to protect passengers’ rights.
- II. The terms used in the Regulations are defined as follows:
  - (I) Scheduled Time Delay: The additional time incurred when a passenger arrives at the destination station compared to the announced timetable.
  - (II) Transport Delay: The additional time incurred from the moment a passenger boards at the departure station until they disembark at the destination station, compared to the scheduled travel time for the same section of the journey.
- III. When a passenger holding a valid ticket travels on the Company’s trains, and the train is delayed beyond the standards specified below, the passenger may request compensation from the Company. However, if the Regulations stipulate that specific delay times should be deducted, such delay times shall be subtracted before compensation is provided in accordance with the Regulations:
  - (I) A Scheduled Time Delay or Transport Delay of 45 minutes or more due to intentional or negligent actions by the Company:
    1. Reserved train tickets for specific trains (including unreserved tickets): A full refund of the ticket price or 1 complimentary replacement ticket (same origin/destination, direction, train class, and ticket type) is required.
    2. Reserved train tickets for non-specific trains or non-reserved train tickets: 1 complimentary replacement ticket (same origin/destination, direction, train class, and ticket type).
    3. Electronic tickets and Periodic Tickets: Periodic Tickets shall have their validity extended by 1 day at no cost; electronic tickets will have the fare for the affected trip manually waived.
  - (II) A Scheduled Time Delay or Transport Delay of 120 minutes or more due to intentional or negligent actions by the Company:
    1. Reserved train tickets for specific trains (including unreserved tickets), reserved train tickets for non-specific trains, or non-reserved train tickets: 1 complimentary replacement ticket (same origin/destination, direction, train class, and ticket type).
    2. Electronic tickets and Periodic Tickets: Periodic Tickets shall have their validity extended by 1 day at no cost; electronic tickets will have the fare for the affected trip manually waived.

Passengers requesting a refund or complimentary ticket replacement shall present the used delayed train ticket for processing.

Passengers holding non-specific train tickets or Periodic Tickets shall submit a delay certificate issued by the Company along with the ticket to apply for delay compensation at the station.

Periodic Tickets shall be extended for 1 additional day of validity. However, if a delay certificate cannot be obtained, the usage record from the ticket inspection system or station verification shall be used for determination.

Tickets obtained through delay compensation shall not be eligible for travel changes or refunds. However, if the train is delayed again and meets the compensation criteria or is canceled, passengers may exchange the original ticket for a new ticket (same origin/destination, direction, train class, and ticket type) within 1 year of the incident.

Passengers traveling with the original ticket shall be treated as traveling without a valid ticket or with an expired ticket.

- IV. For claims meeting the compensation requirements of the Regulations, passengers shall present the delayed train ticket (claims without the original ticket will not be processed) and relevant documentation within 1 year from the travel date at any station ticket counter.
- V. For passengers who terminate their journey at an intermediate or connecting station (designated connecting train) due to a train delay, in addition to a refund for the untraveled portion as per the Regulations, if the traveled portion meets the delay compensation criteria under the third point, compensation shall be processed as a refund.
- VI. In the event of a train operation incident, for passengers who switch to another Company train or use Company-arranged shuttle transport, the delay time shall be calculated based on the actual arrival time minus the scheduled arrival time of the originally designated train.
- VII. The following reasons shall require a deduction of train delay time. However, if the delay still meets the compensation criteria after deduction, compensation shall be processed in accordance with the Regulations:
  - (I) For passengers purchasing tickets at the departure station after the station has announced the train's delay time and still choosing to travel, the delay time of the train up to that departure station shall be deducted.
  - (II) For passengers purchasing supplementary tickets on board, the delay time of the train at the time of the supplementary ticket purchase shall be deducted.
  - (III) For delays announced in advance by the Company due to planned schedules,
- VIII. the following shall not be eligible for compensation under the Regulations:
  - (I) Delays attributable to passengers:
    - 1. Delays or increased damages caused by passengers voluntarily changing their travel plans.
    - 2. Traveling without a ticket or with an invalid ticket.
    - 3. Supplementary ticket upon arrival.
  - (II) Passengers missing their train and obtaining a station endorsement to travel on another train or exchanging the ticket for a missed train (including cases endorsed by the train conductor for missed trains).
  - (III) Failure to provide tickets (including electronic tickets and Periodic Tickets) and documentation as required by the Company or providing tickets that cannot verify eligibility for delay compensation.

For passengers missing their train under Subparagraph 2 of the preceding paragraph who pay a surcharge to travel on another train, if the substituted train meets the delay compensation criteria, compensation shall be provided in accordance with Point 3 of the Regulations. However, if a refund is applicable, only the surcharge amount shall be refunded.

- IX. The Regulations shall be announced and implemented after being filed with the Railway Bureau, MOTC, and the same shall apply for any amendments.