

EURAIL AID OFFICES

LOCATION LIST 2017

Note: Updates compared to 2016 are visible with 'Track Changes'

Austria

Aid Offices

Innsbruck Hauptbahnhof: ÖBB Lounge
Mon-Fri: 5:45am - 9:40pm
Sat-Sun: 6:15am - 9:40pm

Salzburg Hauptbahnhof: ÖBB Lounge
Mon-Fri: 5:30am - 9:15pm
Sat-Sun: 6:30am - 9:15pm

Wien Hauptbahnhof (Vienna main station): ÖBB Lounge
Daily: 6:00am to 11:30pm

Belgium

Aid Office

Gare de Bruxelles-Midi – Departure TodayZone (Brussels)

Daily: 6:00am-9:00pm

Bosnia-Herzegovina

Currently no Aid Office

Bulgaria

Aid Office

Sofia Central Railway Station, Rila International ticket office agency
Daily: 7:00am - 9:00pm

Croatia

Aid Office

Zagreb Glavi kolodvor (main railway station)
Daily: 6:00am - 4:00pm

Czech Republic

Aid Office

Praha hlavní nádraží (Prague main Station)
International booking offices (signed with the Eurail logo)
Daily: 03:25am - 00:35am

Denmark

Aid Office

Copenhagen Central Station (København H)
Daily: 9:30am - 6:00pm

Finland

Aid Office

Railway station Helsinki
Mon-Fri: 10:00am - 4:00pm

France

Aid Offices

Marseille St. Charles
Daily: 5:00am - 9:00pm
As from 3 May: 6:00am - 8:00pm

Paris, Gare Saint-Lazare
Mon-Thursday and Saturday: 6:15am - 9:00pm
Fri: 6:15am - 10:00pm
Sunday and public holidays: 7:15am - 9:00pm

Paris, Gare de Lyon
Mon-Sun: 6:00am - 8:30pm
Hall 3:
Mon-Fri: 5:45am - 8:45pm
Saturday: 6:00am - 8:45pm
Sunday and public holidays: 7:00am - 8:00pm

Germany

Aid Offices

Reisezentrum Berlin Hauptbahnhof (Central Station)
Mon-Sat: 7:00am - 10:00pm
Sun: 8:00am - 10:00pm

EurAide Berlin Central Station (in DB Reisezentrum)
Mon-Fri: 11:00am - 7:00pm
(in summer extended hours)
Closed January and February

Reisezentrum Köln Central Station (Cologne)
Mon-Fri: 6:00am - 10:00pm
Sat-Sun: 7:00am - 9:00pm

Reisezentrum Dresden Central Station
Mon-Fri: 6:00am - 9:00pm
Sat-Sun: 7:00am - 9:00pm

Reisezentrum Düsseldorf Hbf
Mon-Fri: 6:00am - 10:00pm
Sat+Sun: 7:00am - 10:00pm

Reisezentrum Frankfurt am Main Central Station
Mon-Fri: 6:00am - 10:00pm (January-March: 7:00am – 9:00pm)
Sat: 7:00am - 8:00pm
Sun: 8:00am - 9:00pm

Reisezentren Frankfurt Flughafen Fernbahnhof UND Regionalbahnhof (Frankfurt Airport Long Distance AND Regional railway stations)
Daily: 6:00am - 9:00pm
Reisezentrum Hamburg Central Station
Mon-Fri: 6:00am - 9:30pm
Sat-Sun: 8:00am - 9:00pm

Reisezentrum Hannover Central Station
Mon-Fri: 6:00am - 9:00pm
Sat: 7:00am - 9:00pm

Sun: 8:00am - 9:00pm

Reisezentrum Heidelberg Central Station

Mon-Fri: 8:00am - 7:00pm

Sat+Sun: 10:00am - 6:00pm

Reisezentrum Leipzig Central Station

Mon-Sun: 8:00am – 8:00pm

Reisezentrum München Central Station (Munich)

Daily: 7:00am - 9:00pm

EurAide München Central Station (Munich) (in DB Reisezentrum)

Mon-Fri: 11:00am - 7:00pm

(in summer extended hours)

Closed January and February

Reisezentrum München Flughafen (Munich Airport)

DB Counter in Terminal 1

Mon-Fri: 7:30am - 9:00pm

Sat+Sun: 8:30am - 6:30pm

Reisezentrum Stuttgart Central Station

Mon-Fri: 6:00am - 10:00pm

Sat+Sun: 7:00am - 10:00pm

Great Britain

Aid Offices

German Rail UK Booking Centre

Surbiton KT6 6UB

Tel.: 08718 808 066

German Rail UK Booking Centre

c/o STA Travel

52 Grosvenor Gardens

London SW1W 0AG

Mon-Fri: 9:00am – 5:00pm

Greece

Aid Office

Hellenic Railways Travel agency 6, Sina Street Athens

Mon-Sat: 8:00am - 3:00pm

Hungary

Aid Offices

Central Railway Ticket Office Budapest

16 József Attila Street, Budapest 1051 (V. district),

Mon - Fri: 9:00am - 6:00pm

Keleti Railway Station, next to platform 9. (Business lounge)

Daily: 6:00am - 9.15pm

Ireland

Aid Offices

Republic of Ireland:

Irish Rail

Customer Information Centre

Connolly Station

Dublin 1

Mon - Fri 9:00am - 5:00pm

Northern Ireland:

NIR Travel

Europa Bus Centre

Great Victoria Street

Belfast

Mon - Fri 9:00am - 5:00pm

Sat 9:00am - 12:30pm

Italy

Aid Offices

Stazione Bari Centrale

Daily: 7:30am - 8:00pm

Stazione Bologna Centrale

Daily: 7:00am - 7:30pm

Stazione Firenze SMN (Florence)

Daily: 7:00am - 8:00pm

Stazione Genova PP

Daily: 6:00am - 7:20pm

Stazione Milano Centrale (Milan)

Daily: 6:00am - 9:00pm

Stazione Napoli Centrale (Naples)

Daily: 6:15am - 9:00pm

Stazione Pisa

Daily: 6:00am - 9:00pm

Stazione Roma Termini (Rome)

Daily: 6:33am - 10:05pm

Stazione Torino PN (Turin)

Daily: 6:00am - 9:00pm

Stazione Venezia Santa Lucia (Venice)

Daily: 7:00am - 8:00pm

Luxembourg

Aid Office

Luxembourg Central Station

Daily: 6:00am - 8:00pm

Montenegro

Currently no Aid Office

The Netherlands

Aid Offices

Schiphol Airport Railway station

Mon-Fri: 6:00am – 9:00pm

Sat: 6:15am – 9:00pm

Sun: 6:45pm – 9:00pm

Amsterdam Central Station

Daily: 6:00am - 9:00pm

Norway

Aid Office

Central Station Oslo

Mon-Fri: 8:00am - 3:00pm

Poland

Currently no Aid Office.

Portugal*

Aid Offices

Estação de Santa Apolónia Lisboa (Lisbon)

Daily: 6:15am - 09:30pm

Estação do Rossio Lisboa (Lisbon)

Mon - Fri (except Public Holidays): 8:00am - 2:30pm and 3:30pm - 7:00pm

Estação de Porto Campanhã (Oporto)

Daily: 7:30am - 12:15pm; 1:15 pm - 8:00pm and 9:00pm - 10:00pm

*** Activation and support, but no sales or exchange available**

Romania

Aid Offices

Bucuresti Nord Railway Station (Bucharest)

Daily: 0:00am - 11:59pm

Brasov Railway Station

Daily: 0:00am - 11:59pm

Serbia

Aid Office

Beograd Railway Station (Belgrade)

Daily: 0:00am - 12:00pm

Slovakia

Currently no Aid Office

Slovenia

Aid Office

Ljubljana Railway Station

Daily: ~~6:00am – 21:30pm~~ Mon-Fri: 8:00am-3:00pm

Spain

Aid Offices

Estación Barcelona-Sants

Mon-Fri (not Holidays): 10:00am - 8:00pm

Estación Barcelona-França

Mon-Fri (not Holidays): 9:00 am - 8:00pm

Estación Madrid-Chamartín

Mon-Fri (not Holidays): 10:00am - 8:00pm

Estación Sevilla-Santa Justa (Seville)

Daily: 8:00am - 8:00pm

Estación Valencia-Joaquín Sorolla

Mon-Fri(not Holidays): 8:00am - 8:00pm

Sat(not Holidays): 8:00am - 1:00pm

Sweden

Aid Offices

Stockholm Info (location: Stockholm Central station)

Daily: 07:30am – 07:00pm

Switzerland

Aid Offices

Bahnhof Basel SBB Daily:7:00am -8:00pm

Hauptbahnhof SBB Bern

Mon-Fri: 6:15am - 9:00pm

Sat-Sun: 6:15am - 8:00pm

Gare de Genève (Geneva)

Daily: 8:00am – 7:00pm

Gare de Genève Aéroport (Geneva Airport)

Mon-Fri: 9:00am - 6:30pm

Sat : 9:00am - 5:30pm

Bahnhof Interlaken-West


Daily: 9:00am - 6:00pm

Bahnhof SBB Luzern (Lucerne)

Daily: 8:00am - 8:00pm

SBB Reisezentrum Zürich HB (Zurich)

Mon-Fri:8:00am -7:30pm



Sat-Sun: 8:00am -6:30pm

SBB Reisezentrum Zürich Flughafen (Zurich Airport)
Daily: 7:00am - 7:00pm

Turkey
Currently no Aid Office.