



How can I contact the MSC?

Phone: +49 (0) 030 65212888

Fax: +49 (0) 30 65212899

E-mail: msz@deutschebahn.com

Opening hours

Monday to Friday: 6:00 am – 10:00 pm

Saturday, Sunday and public holidays:
8:00 am – 8:00 pm

Accessible travel

The Mobility Service Centre (MSC)

Our Mobility Service Centre takes care of everything you need for accessible train travel. It is here to answer all your questions about on-board facilities, accessibility at stations and how long to leave between trains when making a connection.

Get in touch with us – we'll be delighted to help you plan your journey

- We'll find the best connection for you.
- We'll organise assistance for you when boarding and alighting or changing trains.
- We'll book your ticket for you and send it to you by post or e-mail, depending on your preference.
- We'll reserve seating and wheelchair places for you and your companion.
- We'll organise a luggage service to collect luggage from your home and deliver it to your selected destination.
- We'll provide you with information if you need to use a mobility aid (such as a walking frame) and make enquiries about staff and support at stations.

Would you like to register online for assistance?

Just use this form:

<https://msz-hilfe.specials-bahn.de>



“How accessible is my station?”

“Are the lifts working?”

“Where can I get a snack while travelling?”

Simply use our Bahnhof Live app to find the answers to these and other questions.

www.bahn.de/bahnhof-live



Do you want to find out more about your passenger rights?

All the information you need is available at

www.bahn.de/fahrgastrechte-mer

