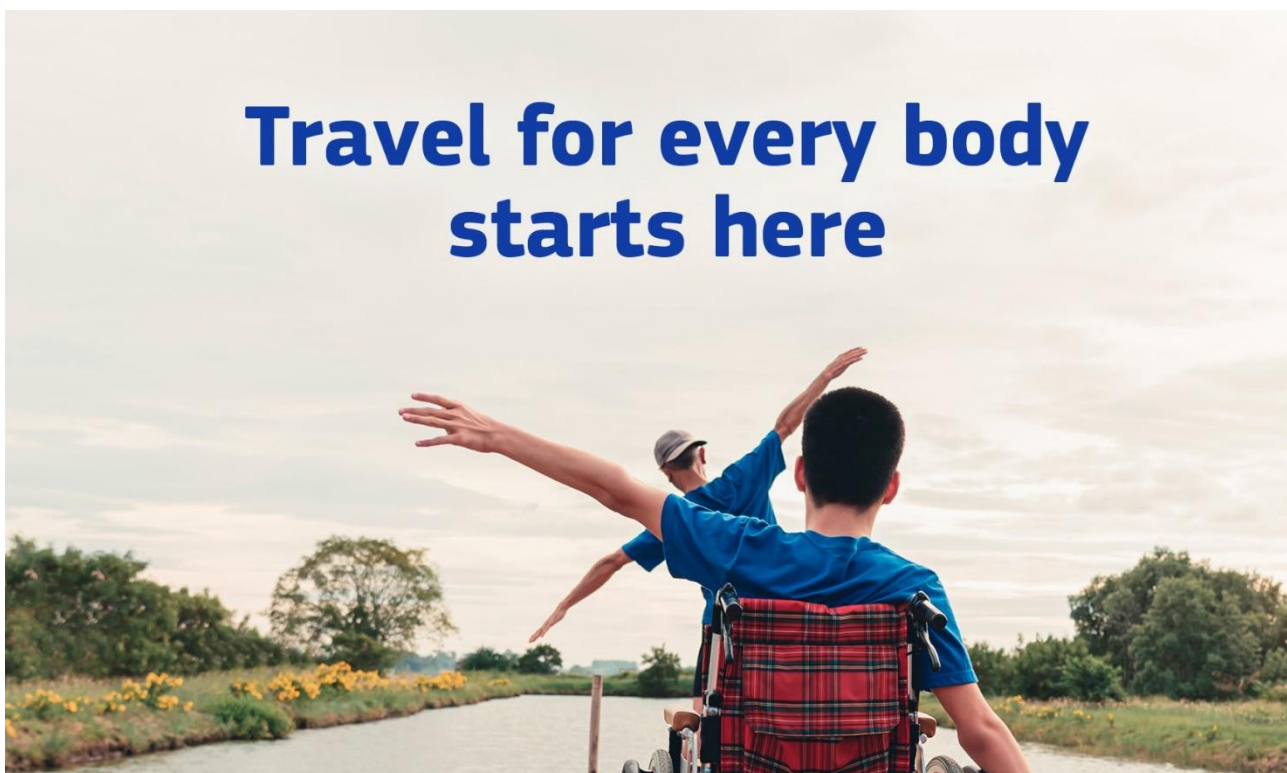


DiscoverEU Inclusion Action (KA155)

Guidelines, tips, and advice for project implementation

**Travel for every body
starts here**



Contents

1. Important Resources	3
2. Setting up a Project	4
3. DiscoverEU Inclusion Action Eligibility Matters.....	5
4. The Interrail Pass Booking Process	6
5. The DiscoverEU Travel App	12
6. The DiscoverEU Learning Cycle	17
7. Practical Tips for Supporting Travelers.....	18
8. Project Management & Monitoring	20
9. Communication with National Agency.....	22

Dear beneficiaries,

In this document you will find a collection of guidelines, tips and links that can help you plan and implement your DiscoverEU inclusion Action project and the activities during and after the project. The document is **subject to changes and modifications** based on the most recent communication from the European Commission regarding the action, for changes to templates, procedures and guidelines.

1. Important Resources

Both the European Youth Portal of the European Commission and the Help Center for DiscoverEU are primarily aimed at the target group of 18-year-olds who are going on their DiscoverEU train journey independently without the support of an organization (so-called General Call). So don't be surprised at the large amount of information, some of which does not concern you (e.g. everything to do with the allocation of tickets). However, a lot of information about the DiscoverEU general call and travel arrangements is also relevant to you in the context of the DiscoverEU Inclusion Action.

1.1 The European Youth Portal of the European Commission

The European Youth Portal informs young people and youth workers about opportunities at EU level. It includes a page dedicated to DiscoverEU, offering a wealth of information about the program, suggestions for planning itineraries and explanations of the rules for travelling with an Interrail ticket. You'll also find the dates of MeetUps across Europe for which Inclusion Action participants are eligible (→ *see section "MeetUps"*).

- **DiscoverEU on the European Youth Portal:** [DiscoverEU | European Youth Portal \(europa.eu\)](#)
- **FAQ, Section C: Travel** [Frequently Asked Questions | European Youth Portal \(europa.eu\)](#)

1.2 The DiscoverEU Help Center or Help Desk

The DiscoverEU Help Center is the central point of contact for all questions from travelers before and during their DiscoverEU trip.

It is operated by a European Commission service provider. From explanations on how to use the DiscoverEU application (→ *see chapter "The DiscoverEU Travel App"*) to travel tips and help with problems along the way, the Help Center offers detailed question catalogues with numerous answers and further links. Keyword searches are also recommended on the Help Centre site. Many of the links in this document will also lead to the Help Center, so it is useful to orient yourself in the Help Centre site and make use of the wealth of information.

If you need any kind of **technical or organizational support** before or during any project trip that is related to the Interrail (train) tickets or airplane tickets, the application, or the booking process of the train routes, please contact the Help Center directly. You can contact them by submitting **a request via a form** accessible to the bottom right of the Help Centre home page. This is usually answered within 48 hours, very often sooner. Please clearly indicate in your requests that this is a DiscoverEU Inclusion Action trip

question and that your participants are not from the General Call.

We at the National Agency cannot answer technical questions about the topics mentioned above. However, we will of course always be happy to support you as much as possible with more specific questions regarding the project implementation, management and monitoring throughout its lifecycle.

- **Interrail Inclusion Action Platform:** [DiscoverEU Inclusion Action | Interrail.eu](https://discovereu-wave6.zendesk.com/hc/en-gb)
- **Help Center:** <https://discovereu-wave6.zendesk.com/hc/en-gb>
- **Help Desk email:** hello@start-discover.eu (available every day 7 a.m. to 7 p.m.)

2. Setting up a Project

A project is implemented by **one organisation** or informal group of young people, which sends one or more (group of) participants on a DiscoverEU travel. The organisation should benefit from its participation in the DiscoverEU Inclusion Action and the project should therefore be in line with the objectives of the organisation and fit its needs. Cooperation with stakeholders in other countries that could offer activities¹ or support to the participants, e.g., hosting etc., is possible.

A project consists of **four stages**: planning, preparation, implementation, and follow-up. Participating organisations and young people involved in the activities should take an active role in all those stages, thus enhancing their learning experience.

- planning of the travel experience (define the needs, objectives, learning outcomes, type of activity/ies, travel planning, schedule of activities, etc.).
- preparation (practical arrangements of the DiscoverEU travel, set up of agreements with stakeholders, organisation of linguistic/intercultural/learning/cultural/environmental/digital activities, tasks related to the preparation of participants before departure etc.).
- implementation of activities during the DiscoverEU travel.
- follow-up (evaluation of the activities, identification, and documentation of the learning outcomes of participants, as well as dissemination and use of the project's outcomes).

A quality DiscoverEU Inclusion Action:

- relies on the active involvement of young people with fewer opportunities and participating organisations, who should take an active role in all the stages of the project, enhancing in this way their learning and development experience.
- preferably involves diverse groups of participants with fewer opportunities and builds on this diversity.
- is based on the clearly identified needs of the young participants.
- ensures that the non-formal and informal learning outcomes of the DiscoverEU experience of the

¹ See the Youth Participation Toolkit prepared by the SALTO PI, Module 9 “DiscoverEU” at <https://participationpool.eu/wp-content/uploads/2021/05/Discover-EU-1.pdf> as inspiration.

participants are properly identified and documented.

- encourages the participants to reflect on European topics and values.

2.1 Learning process

Setting the DiscoverEU Inclusion Action in the context of non-formal learning requires that at least a part of the desired learning process is planned ahead, in order to ensure the appropriate opportunities.

Participants should contribute to the identification of their needs and the learning that they wish to obtain or develop through their DiscoverEU travel.

Participants should also be involved as much as possible in the design and development of the activity(s) during their travel (setting up the programme, itinerary, activities, booking accommodation, etc.) and think how to prepare to maximise the learning and personal development they would gain during their travel.

After the DiscoverEU travel, participants should be invited to **provide feedback** on their DiscoverEU experience, reflect on what they have learnt and how they can make use of the learning outcomes.

Organisations should support the learning process, the identification and documentation of the learning outcomes, in particular by using the Youthpass for DiscoverEU participants (→ see section “Youthpass”).

2.2 Protection and Safety of participants

DiscoverEU Inclusion Action can involve group leader(s), facilitator(s), accompanying person(s) who can monitor and provide support to the participants in order to ensure a qualitative learning process during the DiscoverEU travel. At the same time, they cater for a safe, respectful, and non-discriminatory environment and protection of the participants. During the planning and preparation of a DiscoverEU travel under the DiscoverEU Inclusion Action, the issue of protection and safety of the participants should be addressed and all necessary measures to prevent/reduce risks should be foreseen.

2.3 Erasmus Youth Quality Standards

The implementation of all projects supported under this Action must follow the Erasmus Youth Quality Standards for organising high quality learning mobility activities. The Erasmus Youth Quality Standards cover the basic principles of the Action, as well as concrete implementation practices for project tasks such as selection and preparation of participants, definition, evaluation, and recognition of learning outcomes, sharing of project results, etc. The Erasmus Youth Quality Standards are available [here](#).

3. DiscoverEU Inclusion Action Eligibility Matters

3.1 Participants

The eligibility of participants for DiscoverEU Inclusion Action activities, as of 2025, is as follows (see E+ Programme Guide 2025):

*Young people with fewer opportunities aged between 18 and 21 years old and legally residents in the countries of their sending organization***

* lower age limits - participants must have reached the minimum age of 18 years at the start date of the activity.
upper age limits - participants must not be older than the indicated maximum age of 21 years at the start date of the activity.

Examples: What this means is that participants eligible to travel within a KA155 project need to be between **18 and 21 years old at the start date of the activity they participate in.**

a. Accompanying Persons

Eligibility of accompanying persons for DiscoverEU Inclusion Action activities is as follows (see E+ Programme Guide 2025):

“Group leaders, facilitators or accompanying persons involved must be at least 18 years old”²

b. Number of Participants and Composition of National Groups

Minimum 1 and maximum 5 participants per DiscoverEU travel (Group leaders, facilitators and accompanying persons not included). Maximum two accompanying persons per participant when duly justified.

Groups can travel alone or can be accompanied.

c. Venues and Duration of Travel

The DiscoverEU travels must take place in minimum one other country different from where the participant(s) started their travel.

DiscoverEU travel can have a duration from 1 to 30 days*. The organisation can organise several DiscoverEU travels (with 1-5 participants and eventually accompanying person(s) each time) during the project's lifecycle.

* The **additional flight tickets** provided to all the travelers living on island countries are **not counted in the 7 travel days**. However, these additional tickets' duration of travel needs to fall within the one-month validity period of the DiscoverEU travel.

d. Non-eligible Activities

The following activities are not eligible for grants under DiscoverEU: academic study trips, exchange activities that aim to make financial profit, exchange activities that can be considered as performance tours, statutory meetings, training courses by adults for young people.

4. The Interrail Pass Booking Process

Eurail Ticketing System (ETS) is the European service provider for transport reservations. As part of the funding for your DiscoverEU Inclusion Action (KA155) project, your organization is responsible for the logistics involved in obtaining the Interrail pass for young people and accompanying persons.

² See definitions under glossary of E+ programme guide on “group leader”, “facilitator”, “accompanying person”

4.1 What is an Interrail Pass?

The Interrail Pass allows you to travel for a period of 1 month from the date of activation, with 7 days of travel by train. These seven days include **one day of departure from and one day of return to** the territory of residence entered at the time of ticket reservation³. The Pass is only available in paperless form, via a QR code on the DiscoverEU app.

Passes are nominative and non-exchangeable. It is therefore **advisable to have a fixed list of participants** before starting the booking process. Passes can be booked on ETS for several participants at the same time, even if the destinations are different.

Passes should be booked at least **4 weeks** before the scheduled departure date.

The Interrail Pass allows you to book most European trains. However, in some countries it is not possible to travel without an obligatory seat reservation. For 2025, any **reservation fees for DiscoverEU Inclusion Action can be eligible for 100% reimbursement** when approved by the National Agency (they must be included in the initial budget). Find out more about the Interrail Pass here: [About the DiscoverEU Interrail Pass – DiscoverEU Inclusion Action \(zendesk.com\)](#).

4.2 What are the Booking Steps?

Step 1: Contract the Help Desk for Registration

- To receive tickets for all travelers, you must first complete a registration request to start the booking process, via the Interrail Inclusion Action website. Visit the page (link below) and Click on the “Submit a request” button on the top right corner of the page.



- For the question on the form, "How can we help you?", please select "I am ready to book". It is not necessary to Sign in to the site.
- After completing and submitting the request form, you will receive a confirmation email for Step 2.

For more information for this process please see here: [How can we reach your customer service team? – DiscoverEU Inclusion Action \(zendesk.com\)](#)

- Interrail Inclusion Action Platform:** [DiscoverEU Inclusion Action | Interrail.eu](#)

Step 2: Sales Agreement and Onboarding to ETS (Eurail Ticketing System).

- Once your request submission is reviewed and your organisation is verified, you will receive via

³ See question C.6 of the European Youth Portal FAQ.

email the Sales Agreement and the Data Processing Agreement in one PDF file.

- You must read and sign the Sales Agreement and Data Processing Agreement carefully. You need to fill in the Sales Agreement digitally, it needs to be **signed and initialed (on each page) by the legal representative** of your organisation before sending it back via email. All the required fields in the Sales Agreement are highlighted. Electronic signatures are acceptable. The file must not be converted into any other format other than PDF.
- Once you have signed and returned the Sales Agreement via email, a verification process on whether all the requirements have been met will be done. If the signed Sales Agreement meets all the requirements, the onboarding process for your access to the Eurail Ticketing System (ETS) will begin.
- This step can take up to **2 weeks** to be completed.

Thank you for contacting us and for providing the details of your organisation. Attached to this email you can find a PDF file of the DiscoverEU Inclusion Action Sales Agreement.

To avoid delays in onboarding, please follow the below important details when filling in the contract.

- **Fill in all the required fields digitally.** The required fields are **highlighted** on all pages of the contract and remember **NOT** to convert the format which is PDF. You may use the free online tools on how you can fill in the contract digitally. You can find it [here](#), [here](#) and [here](#).
- **Company Name:** This must be the **official name** of your organisation that was submitted and approved for funding.
- **Position Field/Title/Role/Partner:** This must be the **legal representative** of your organisation that is responsible for signing the contract as well as putting their initials at the end of each page. *E.g. President, CEO, General Manager, etc.*
- **Email address field:** On page 1, this is the email address to be used for all communications with Eurail and/or the user account to ETS (Eurail Ticketing System). On page 4, If you have a finance department please provide their email address there as the invoice will be sent to that email directly, if you do not have a finance department, then you may use the same email address provided on page 1.
- **Number of Passes:** On page 2, the number of Passes you need to fill in the contract should reflect the **total amount of Passes you require for your organisation** and that is approved for funding(for that specific grant), regardless of a division into different travel groups. *(Example: if you are approved for 24 passes total in the travel periods of Spring and Winter, you need to indicate 24 in the contract).*
- **Initials at the bottom of each page:** It can be initials (i.e. for John Doe it would be JD or J.D.), the whole name or a signature but it has to be of the **person signing the contract** and not of anyone or anything else.

Once the contract is digitally filled in and signed/initialed by the person in charge to sign the agreement, You may then scan it and send it back to us including the cover page. Remember it must be in the same format (PDF) and 1 PDF File.

Once we've received it and confirmed its completeness, we can start the onboarding of your account in our Eurail Ticketing System (ETS), please note that this **can take up to 2 weeks**. We will inform you when the account is ready to start ordering passes.

In case you have any other questions please let us know. We look forward to hearing back from you soon.

Best regards,

Sample of the communication from ETS (2024)

Step 3: Ordering your passes in ETS

- Once your account is created, you will be sent via email details and instructions on how to use the Eurail Ticketing System (ETS). If any issues arise or if you have any questions, let the Help Desk know and they will help you as quickly as possible.
- When you are ready to use ETS, gather the **personal details of each participant**: email *address, full name, date of birth, country of residence⁴, and passport or ID.*
For your convenience, ensure you have the data for (at least) one entire group; this way, you can order all your Passes in bulk to save time.
- Upon login to your user account in ETS and are ready to order, you can **download the Excel template** that you can use to order in bulk. Complete the Excel document and once completed, save it and upload it on the platform.
- Completing the Excel document:

⁴ The participants country of residence will be required in the form of a two-letter code. For Cyprus, the code is "CY".

- “Details” field: personal details of each participant
- “Passenger Category” field: You can choose between Youth and Accompanying Person. Passes for young people and accompanying people must be booked separately.
- “Distribution” field: Filled automatically.
- “Language” field: corresponds to the language chosen for the emails received by the participants for their passes.
- Click on “Continue” and the platform will tell you whether or not the completed fields have any errors.

- There are two categories of Passes available:

Interrail Global Pass 7 days/1 month 2nd class - YOUTH*: select this Pass for participants and accompanying persons/group leaders/facilitators aged 27 years or younger.

Interrail Global Pass 7 days/1 month 2nd class - ADULT: select this Pass for accompanying persons/group leaders/facilitators aged 28 years or older.

- Please note that the adult pass category must be separated from the youth on the bulk template that you will upload and **must be ordered separately**. The two types of ticket do not differ in their application.

What Project Year should I select when ordering Passes?

When ordering the DiscoverEU Flex Passes, you need to select the right project year in ETS. This will determine the pricing applied to your Passes, which should align with the funding offered in your grant.

The project year is not related to the year in which your participants travel. Instead, the project year refers to the **time in which you applied for the funding of your project**.

For more detailed information on this, please read here: [What Project Year should I select when](#)

Step 4: Invoicing and Payment

- Finally, you must pay for the tickets by invoice. You can use the funding under DiscoverEU Inclusion Action for this, which will be transferred to your organisation as a first instalment through the National Agency at the start of your project.
- The finance department of Eurail will send you an invoice for all the passes that your organisation has issued for the month.

Example: You issued some passes in total for January; you will receive the invoice in February.

- The invoice will be sent to the administration email address you indicated in your signed Sales Agreement or to the email address of your finance department in case your organisation has one. The invoices must be paid on time.
- Once the ordering of the passes is finalised, your participants and accompanying persons (If any) will instantly receive an email confirmation of their user account and DiscoverEU Travel Pass details with a **link to download and access the DiscoverEU Travel App (along with guidelines)**, where the

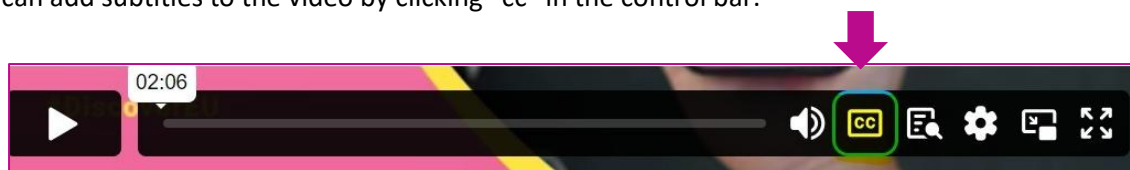
DiscoverEU Travel Pass must be redeemed, and **access their DiscoverEU European Youth Card*** (→ see chapter “The DiscoverEU Travel App”).

* Keep in mind that only participants, accompanying persons and group leaders aged 27 or younger with a Youth Pass are eligible for the DiscoverEU European Youth Card. The Card is not available for travelers 28 years old and above (→ see section “European Youth Card”)

Please Note: The entire booking process requires a lead time of approx. 4-5 weeks. You should therefore book your tickets well in advance. At the same time, you should not book the tickets earlier than necessary. The tickets are name-bound and cannot be transferred to other participants if a planned member of the travel group is unable to attend. In emergencies, however, you can contact the agency via the contact form if there are last-minute changes to accompanying persons.

There are short video tutorials on the Help Center for the most important functionalities of the ticket and in particular for activating the ticket in the app: [Video Tutorials - DiscoverEU Help Centre \(zendesk.com\)](#)

You can add subtitles to the video by clicking “cc” in the control bar.



To review the Steps above in more detail, please see here: [How can we start purchasing DiscoverEU Interrail Passes for our participants? – DiscoverEU Inclusion Action \(zendesk.com\)](#)

4.3 Rules of the Pass

DiscoverEU offers two pass options, a Flex Ticket and a Fixed Ticket. As part of DiscoverEU Inclusion Action, **all travelers (including accompanying persons) automatically receive a Flex Ticket**, so you can ignore all explanations for the fixed ticket in the European Youth Portal and Help Center.

With the DiscoverEU Interrail Pass, you can use up to 7 travel days in total within a maximum of 30 days.

Only two journeys are permitted in your country of residence, one abroad and one back to your country of residence (so-called outbound and inbound routes). You can use as many trains as you like per travel day, including night trains.

For more detailed information on the rules for travel days please read here: [How do travel days work? - DiscoverEU Help Center \(zendesk.com\)](#)

You can travel on trains operated by all participating rail companies in a total of 33 countries.

→ List of countries that can be traveled to: [Where can I travel with an Interrail Pass? - DiscoverEU Help Center \(zendesk.com\)](#).

As there can always be changes to the countries that can be traveled to, you should check this and the

availability of connections to your destinations again shortly before you travel. Connections can also be booked out quickly, especially during the peak summer travel season.

The use of public transport is generally not included in the pass; tickets for public transport must be purchased separately. For more information, please read here: [Is public transport included in my Interrail Pass? - DiscoverEU Help Center \(zendesk.com\)](#)

During the application it is possible for the beneficiary organisation to request in the application form of their project a **contribution for use of other means of transport** where applicable and justified, like in cases where the country of origin is not directly linked to the train system on continental Europe and additional travel, by other means of transport, is needed in order to reach the country where the mobility starts (e.g. remote travelers from the islands or remote areas). Organisations in Iceland, Ireland, Malta and Cyprus will need to **arrange for separate flight tickets** to be booked for the outward and inward travel of participants to and from mainland Europe.

Important Note on Flight Tickets: At this point, the information from the Help Center that travelers can contact there to reserve flight tickets **does NOT apply to your participants**. This offer only applies to travelers from the General Call. With DiscoverEU Inclusion Action, you - as the sponsoring organization - must organize the tickets for your travelers under the “Contribution to unit costs for use of other means of transport where applicable” within the Travel Budget Category of your project. For this contribution to unit costs for flights to and from Cyprus, a **E+ distance calculation chart** applies.

Important Note: Always check the E+ programme guide of the relevant project year for the distance calculation chart that applies under DiscoverEU Inclusion Action).

5. The DiscoverEU Travel App

The pass for the DiscoverEU train journey is not available in paper form, only in digital form. For this, every traveler (including accompanying persons) needs an internet-enabled cell phone.

- You can find a detailed manual for the app here: [Manual for the DiscoverEU Travel App - DiscoverEU Help Center\(zendesk.com\)](#)
- All information about the app and the ticket can be found in the Help Center under this collection of links: [DiscoverEU Flex Pass - DiscoverEU Help Center \(zendesk.com\)](#)
- Watch this video to find out how to activate your DiscoverEU passport: [How do I activate my DiscoverEU Flex Pass? - DiscoverEU Help Center \(zendesk.com\)](#)

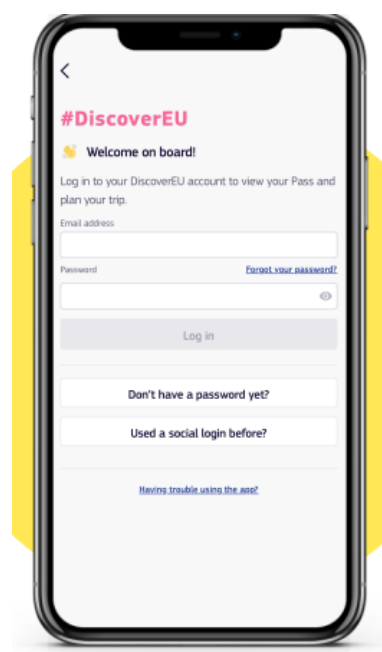
5.1 Important steps in using the app:

Step 1: Download and Register in the app

- Use the cell phone that you will be using during the journey. The app with the personalized pass can only be used on one cell phone and cannot be transferred independently to other devices.
 - **App for Android***: you can find the app in the Playstore
 - **App for Apple (IOS)**: you can find the app in the App Store
- Register in the app: All travelers (including accompanying persons) must register in the app on their cell phone (using the email and password they received via email) and set up an account in order to use their pass.

Technical restrictions: Android and IOS system requirements: Android 6.0 and higher or IOS 15.0 and higher - Devices with systems that are lower need to communicate with the helpcentre to provide a technical solution.

Important Exception in Registering on the app (2024 Update): Since 2024, it is possible – if required for logistical purposes - for one accompanying person or a young person traveling under a DiscoverEU Inclusion Action project to **centralize the group's passes on one application on one cell phone**. For more information on this, please read here: [How can I add the DiscoverEU Interrail Passes of my group members in my device? – DiscoverEU Inclusion Action \(zendesk.com\)](#) (→ see section “Centralise Passes on one Phone”)



Step 2: Familiarization with different Tabs on the app

- The different tabs on the app are the following:
 - Planner: where journeys are planned before being booked and saved in “My trip”.
 - My trip: where planned train itineraries are saved when booked.
 - My pass: The Interrail pass is available here. Check that your personal details are correct and

add your ID number.

- My map: interactive map showing planned and actual routes.
- More: Seat reservation information and digital discount card (European Youth Card) valid for 1 year once activated. Here, the FAQ section and Help Centre connection are available on the app. (→ see section "App Tab "More")

5.2 Preparing for a mobility

Step 1:

- Check the number of the passport or identity document associated with the pass.

Step 2:

- Activate the pass* from their application. Define the validity period of the Interrail pass for 30 days. The ticket is always valid for 30 days AFTER activation, even if you are travelling for fewer days. You should therefore choose a validity period that covers the duration of your trip.
- If your travel plans change, the validity period can only be postponed BEFORE the start of the first day of the originally selected validity period.
- The passport can be activated up to one day before departure.

***Important Note about
Activating the Pass within your
project duration**

You have **up to 11 months from the date of purchase of any pass** to activate it. You will have the option to select the first travel day in advance or when you are ready to activate the Pass.

Step 3:

- Add the train trip to the pass via the search bar, from the "My trip" section or by adding a new one using the planner (departure and arrival city, timetables etc.)⁵.

For more information, please visit the following links: [What are the first steps with my Interrail Mobile Pass? - DiscoverEU Help Center \(zendesk.com\)](#) | [Manual for the DiscoverEU Travel App - DiscoverEU Help Center \(zendesk.com\)](#)

5.3 Booking a trip in the Planner ("My trip")

In order to be booked, all journeys must be planned via the app. Planning here means the booking process. This is done in the "Planner" section.

Set filters under "Options", e.g. "Night trains only" or "No seat reservation required". If you have not set any filters, check when booking the train whether the app indicates that you also need to make a seat reservation. In some countries, the train ticket is not valid without a seat reservation. On busy routes and at peak travel times, trains can also be fullybooked quickly or may not have enough free seats for the whole group (→ see notes on seat reservation in the section "App Tab "More").

Please Note: The planner does not cover some countries like Spain, the Baltic countries(Estonia, Latvia, Lithuania), Turkey and several countries in Eastern Europe. For these countries, train connections must be added manually in the app. Travel to the United Kingdom (UK) and Switzerland is not eligible for funding under DiscoverEU Inclusion Action.

⁵ It is possible to filter journeys with a non-reservable seat option in trains.

The European Youth Card

A personal, digital, European Youth Card is stored in the app for every person aged 27 or younger. The European Youth Card is the largest Europe-wide benefit card for young people. It offers discounts of up to 70% on offers in the areas of flight and bus tickets, cinema, accommodation, restaurants, festivals, cultural activities, events, museums, sport, beauty in many European countries, including of course Cyprus.

The card must be activated in the app by each participant and remains valid for 1 year after activation.

European Youth Card: [European Youth Card](#) | [The youth card for](#)



- **Help Center**

The Help Center is linked directly in the app and is the central point of contact for all questions relating to tickets, bookings and the app, especially during the trip. For more information on the Help Center please read here: "[The most important pages: European Commission Youth Portal and DiscoverEU Help Center](#))

- **European Youth Portal**

In this section in the app you will find, among other things, the link to the MeetUp platform and can quickly check whether new MeetUps have been posted (→ see section "MeetUps").

- **DiscoverEU Community Platform and Travel Guides**

Here you or your participants can network and exchange ideas with other travelers. The travel guides offer tips for local activities.

Please note: We advise you to activate the push notifications in the app, as this way you will be informed of last-minute changes (e.g. due to storms or strikes). Unfortunately, train delays are not displayed in the app. The best way to get reliable information on delays or track details is to contact the train provider in the respective country.

5.5 Centralise Passes on one Phone

Step 1:

- In the app's "My pass" tab, anyone wishing to centralize passes of a group of travelers to their phone must click on the "+" icon at the bottom right-hand corner of the screen.
- This option allows you to add another pass (and up to 6 Passes per phone) by entering the name and Pass number of the person concerned (to be found in the Eurail's confirmation emails).

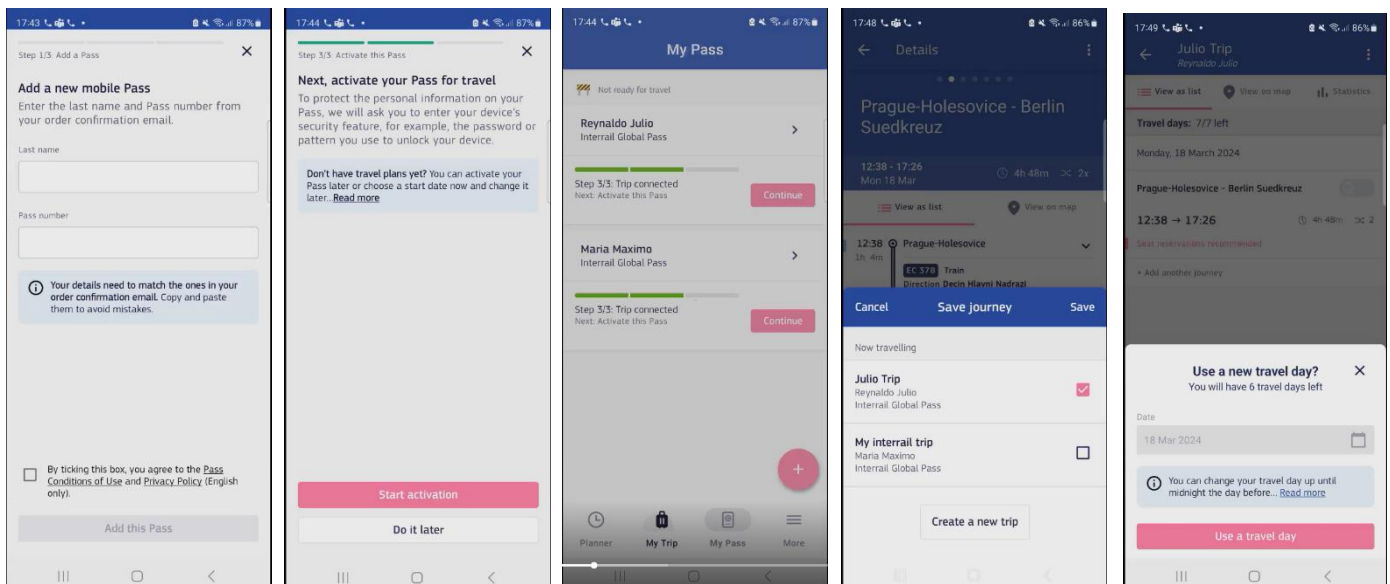
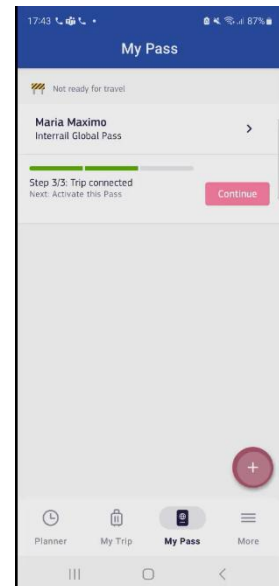
Step 2:

- You will then need to activate the added Pass to be able to proceed with any bookings of itineraries. Once activated, several passes can now be listed in the "My pass" and "My trip" sections, enabling the person in charge of the app to manage bookings for the group. Repeat the steps as many times as required based on the planned trips of diverse groups.

Step 3:

- In the "Planner" tab of the app, when participants search for a route, and once it has been selected for saving, it is possible to add this route to each Pass saved in the one app.
- To create a ticket, in "My trip", you will find the itineraries saved for each Pass. By clicking on the cursor, you are asked to confirm the use of a travel day. This operation must be repeated for all registered passes.
- Itinerary tickets are then registered in the "My pass" tab in the form of a QR code.

See screenshots of the steps below.



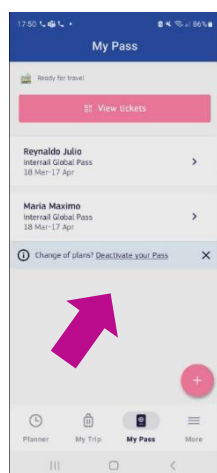
Important Notes about the Centralizing Process:

- It is currently not possible to have several European Youth Card on one single cell - phone. This

should happen in the future, but in the meantime, the Commission is proposing that you first put your pass on your phone, so that you can take a screenshot of the Card and then centralize your passes on one phone.

- This procedure does not guarantee that group members will necessarily be next to each other on the train, depending on the train company. But it does simplify travel management and increases the chances of staying in a group, especially on overnight trains.
- Each Pass can only be activated on one phone at a time. It is therefore not possible for a group member to have their Pass on their phone if it is already managed by the accompanying person, for instance.

5.6 De-centralise Passes from one Phone



- In the “My Pass” tab, select the Pass you wish to delete, then click on the 3 “Deactivate Pass” dots on the top right-hand corner of the screen. This will deactivate the Pass and remove it from the phone.
- Members wishing to regain control of their Pass can also connect to the app on their phone, which will automatically remove them from the group (Centralised pass).

There is a **video from the Interail contractor** available with clearer instructions for the process described above. Please **contact us to provide you with the video tutorial**.

6. The DiscoverEU Learning Cycle

In addition to the actual trip, DiscoverEU also offers an accompanying educational program, the so-called Learning Cycle. There are three different event formats as part of the Learning Cycle. **Participation** in these events is **voluntary**, and the offers are available to all participants from the General Call and DiscoverEU Inclusion Action. The National Agency of E+ in Cyprus is responsible for the implementation of the Learning Cycle.

6.1 Pre-departure Meetings

Pre-departure meetings are gatherings (physical or online) that are offered to participants as preparation. The content is about tips and tricks for the trip, getting to know each other, intercultural learning and networking. You receive the exact dates of the pre-departure meetings from the National Agency at the beginning of each year.

6.2 MeetUps

MeetUps are physical events (up to three days) that take place in all DiscoverEU participating countries, especially during the summer months. MeetUps bring together DiscoverEU travelers from all over Europe

to get to know each other and exchange ideas. Many MeetUps have a thematic focus, such as environmental and climate protection, and offer participants the opportunity to explore a city or region and a topic in greater depth.

Your participants can register for both the Cypriot and all other MeetUps. Participation is still possible after the end of the trip, within one year, but the travel costs for this must be covered by the participants themselves.

Dates for the MeetUps are published on the European Youth Portal on an ongoing basis. It is necessary to register for the MeetUps as places are limited. It is worth checking the page regularly for updates, as the dates will only be added gradually. The language of communication at the MeetUps is English.

- **DiscoverEU MeetUps Page:** <https://youth.europa.eu/discovereu/meetups>

6.3 Post-travel Meetings

With post-travel meetings, E+ National Agencies offer a follow-up for the participants where they can reflect on their trip and their experiences and continue to network with each other. They learn about the funding opportunities offered by Erasmus+ and the European Solidarity Corps. Participants can also register as DiscoverEU Ambassadors to share their experiences with future travelers. Post-travel meetings are online or in-person events.

7. Practical Tips for Supporting Travelers

7.1 Barrier-free travel Tips

In the Help Centre you will find recommendations on accessible travel with suggestions for destinations and travel organization: [What options are there for participants with reduced mobility? - DiscoverEU Help Center \(zendesk.com\)](#)

If you have mobility restrictions or special dietary requirements, the Pantou website has a database of tourism operators, such as hotels or restaurants, that take special needs into account: <https://pantou.org/>

There are several travel guides for wheelchair users that show how to explore cities such as Berlin, Brussels, Paris and Madrid: [Wheelchair Accessible Travel Destinations - Wheelchair Travel](#)

Deutsche Bahn also has some helpful tips, e.g. for blind or visually impaired travelers: [Barrier-free train travel: Information for blind and visually impaired customers \(bahn.de\)](#)

There is a group on Facebook called "Accessible Travel Club" where you can also ask specific questions about accessible destinations or routes: [\(7\) Accessible Travel Club | Facebook](#)

As an organization, you also need to help young people define their needs and objectives at every stage of the project. This pedagogical support can be backed up by a range of tools, two examples of which you can

find below.

7.2 Before a Mobility

- **SALTO Inclusion & Diversity**

The European Resource Centre SALTO Inclusion & Diversity offers tools and ideas to promote inclusion in Erasmus+ Youth and the European Solidarity Corps programmes.

For the Inclusion component of DiscoverEU, SALTO I&D has produced a resource document for project leaders accompanying young people with fewer opportunities. Its aim is to guide young people in defining their needs and their degree of participation in the project. These questions can be used to guide the educational process of your project, prior designing activities.

- **SALTO I&D Toolkit for DEU:** <https://participationpool.eu/wp-content/uploads/2021/05/Discover-EU-1.pdf>

- **Trip Planning Apps**

Use applications such as tourspilot.com or wanderlog.com that can help you plan with the participants more interactively and efficiently.

- **Insurance of Travelers & Visa**

The [general rules of DiscoverEU](#) state the following:

“16. Insurance

Depending on your citizenship and your planned travel itinerary (non-Schengen area), participants may need one or more visas. Delivery of visa is a competence of the States. We advise participants to inform themselves at official sources and launch their requests well in advance at the responsible authorities. Visa delivery can take several weeks. Therefore, visa requests should be introduced more than 1 months in advance of the planned travel date. The DiscoverEU travel pass will not be re-booked due to delayed obtention of visa, in case the application for a visa is made less than 4 weeks before the departure date or less than 8 weeks before the end of the travel period. The contractor, through the DiscoverEU helpdesk, will provide assistance in this regard. In any case, it is the participants’ responsibility to have their documents ready before they travel. The European Commission, EACEA and the contractor are not in a position to influence the decisions of national authorities concerning visa. The issuing costs of the visa will be covered by DiscoverEU. When health insurance is a mandatory requirement for obtaining a visa, it will be provided by the contractor. The related costs will be covered by DiscoverEU.

15. Visa

*When health insurance is a **mandatory requirement** for obtaining a visa, it will be provided by the contractor. The related costs will be covered by DiscoverEU.”*

The programme covers insurance for those travelers who need travel health insurance in order to obtain a Schengen visa to travel with DiscoverEU on the continent. Therefore, insurance for the purposes of visa issuing and costs for visa issuing fall under the labelling of "visa-related costs" (Exceptional Costs) for Inclusion Action projects.

7.3 After a Mobility

- **Youth Pass & DiscoverEU Certificate of Participation**

The Youthpass is a European recognition tool for identifying and documenting learning outcomes acquired in projects within the Erasmus+ Youth and European Solidarity Corps programs. The Youthpass promotes individual reflection and awareness of learning. It helps to make learning outcomes visible both for the learners themselves and for others. The aim is to strengthen learning-reflective practices in youth work and thereby improve their quality and recognition.

As the project organizer, your organisation is obliged to offer your participants a Youthpass certificate and to issue it if the participants wish. We recommend that you use it as a tool for reflection with your participants. Further information about the Youthpass and **access for creating certificates** can be found on this page: [Welcome to Youthpass - Youthpass.](#)



Additionally, to support the documentation of their learning outcomes, all participants of DiscoverEU receive an automatic notification via email by the European Commission with instructions to complete a brief survey after their travel. The survey is accompanied by a **certificate of participation**. This certificate includes elements of key competences acquired and is inspired by Youthpass.

- **DiscoverEU Ambassadors**

The European Commission would like to hear back from the young travelers and encourages them to share their experiences and adventures. That is why, once selected, all participants become DiscoverEU Ambassadors, including those who participate under DiscoverEU Inclusion Action projects. They are invited to share their travel experiences through social media tools or by providing a presentation at their school or their local community. More information about the process can be found here: https://youth.europa.eu/sites/default/files/discovereu_ambassador-hd_v3.pdf

8. Project Management & Monitoring

For the formal implementation of your project, please refer to the rules and eligibility criteria set out in the **programme guide of Erasmus+** for the year in which you submitted your application for funding. You should also always consult the **Grant Agreement (and its Annexes)**, signed between your organization and the National Agency. Whatever the duration of your project, the eligibility criteria in force at the time of application will still apply under the completion of the project.

Important Note: Please note the age restrictions in force when selecting your participants. Also, bear in mind that only participants belonging to the “young people with fewer opportunities” group can travel via DiscoverEU Inclusion Action. For more information about defining “people with fewer opportunities”

within the national context, please read the National **Agency's Inclusion & Diversity Strategy (2021 – 2027)**. In the strategy annexes you will find guidelines for relevant documentation that can support the selection of people with fewer opportunities. Please do not hesitate to contact us if you have any questions.

- **IDEP Inclusion & Diversity Strategy (2021-2027):** [Inclusion-Diversity-Strategy_CY01_2nd-Edition-1.pdf \(idep.org.cy\)](#)

8.1 Beneficiary Module (BM)

The Beneficiary Module is the online tool provided by the European Commission for managing and accounting for your project. During project implementation, you can use this tool to manage your budget and submit data about implemented activities. Familiarize yourself with the tool right from the start of the project and ensure that you keep entering your data on a regular basis. This will make it easier for you to do the final accounting at the end of the project and prepare your final report.

- **Access to the Beneficiary Module:** [Projects | Erasmus+ and European Solidarity Corps programs \(europa.eu\)](#). Registration is via the same EU login used for the application. You can find your current projects under the "My Projects" section.
- **Beneficiary Module Guide:** [Beneficiary module guide - Erasmus+ & European Solidarity Corps guides - EC Public Wiki \(europa.eu\)](#)
- **Beneficiary Module Guidelines for Inclusion Action (KA155) projects:** [KA155 DiscoverEU inclusion action - Erasmus+ & European Solidarity Corps guides - EC Public Wiki \(europa.eu\)](#)

8.2 Communication & Dissemination

Beneficiaries are obliged to acknowledge the EU funding to all communication actions and forms of communication. Consult the relevant E+ Guide for guidelines on how to place the logo and the funding statement as well as other guidelines and examples on communication issues.

- **E+ Communication Visual Guidelines:** [ErasmusPlus_2021_27-visual_guidelines.pdf](#)

8.3 Budget, Final Report & Record Keeping

- **Budget**

In principle, only costs incurred during the project period can be funded. The eligibility conditions set in the E+ programme guide from the year in which you applied for your project always apply. Please read the programme guide and Grant Agreement for your project carefully. The approved budget (Annex I of Grant Agreement) is based on planned activities and represents the maximum amount of the grant. The final budget will only be determined at the time of final settlement, based on the activities that took place, after an assessment of their eligibility, the number of participants, number of days spent on travel etc.

- **Final Report**

The final report of the project is expected to be submitted through the Beneficiary Module at the **latest 60 calendar days after** the completion of the project.

To accompany the final report, the following documents will need to be provided the beneficiary to the

National Agency:

- Declarations of participation for each participant, accompanying person, facilitator, or group leader.
- Activity Schedule (for each activity implemented) – [A template](#) is available from the NA to be provided to the beneficiary (“Timetable of Activities for KA155 IA”).
- Copies of original documentation for any of the real costs incurred during the project (e.g., seat reservations, visa fees, medical expenses, support for inclusion for participants). The National Agency may also request the completion of **an excel sheet** where you list the documents that you submit for review and explain the need for the costs.

Important Notes:

- Please read **Annex II (Application rules of eligible costs)** of your Grant Agreement for a more detailed explanation of the supporting documents you need to submit and/or keep in your records for each budget category.
- Please keep a copy of the participants’ identity documents, the Sales Agreement with ETS, invoices for Interrail Passes, Boarding passes for flight tickets and any other proof of payment and budget expenditure in case of further future checks (e.g. Audit).
- **Record Keeping**

It is a contractual obligation of all E+ beneficiaries to keep all records for the implementation of their projects for the following number of **years after the closure of the project**:

- Projects with a budget under 60,000EU: 3 years record keeping.
- Projects with a budget over 60,000EU: 5 years record keeping.

Records must be kept at an organisational level, either in digital or physical format or both, and not at a personal level. Indicatively, each project file should include the following, non-exhaustive list of records:

- OID Number & Platform Access Codes (EU Login Account)
- Application form
- Letter of approval & important correspondence with the National Agency and other institutions
- Grant Agreement (with all Annexes) and amendments
- Written procedures and criteria for selection of participants
- Evidence of payments to partners and participants
- Flight boarding passes
- Receipts and invoices for any purchase of goods or services
- Tickets, hotels, expenses from the organizational budget
- Declarations of participation of participants in each project activity
- Final report and all its supporting documents
- Evidence of dissemination and communication of the project (e.g. photographic material)

9. Communication with National Agency

It is important that you keep the relevant National Agency officer informed of any changes to your project

action plan or reach out with questions if there is uncertainty about your next steps before you take them. Always follow up any verbal exchange with written communication with the relevant officer. In your written communication, always refer to the project code (found in your Grant Agreement) and the activity code where relevant.

For any technical issue faced (e.g. an online tool is not working properly), please accompany your written communication with relevant screenshots indicating the issue and the date of attempted access.

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