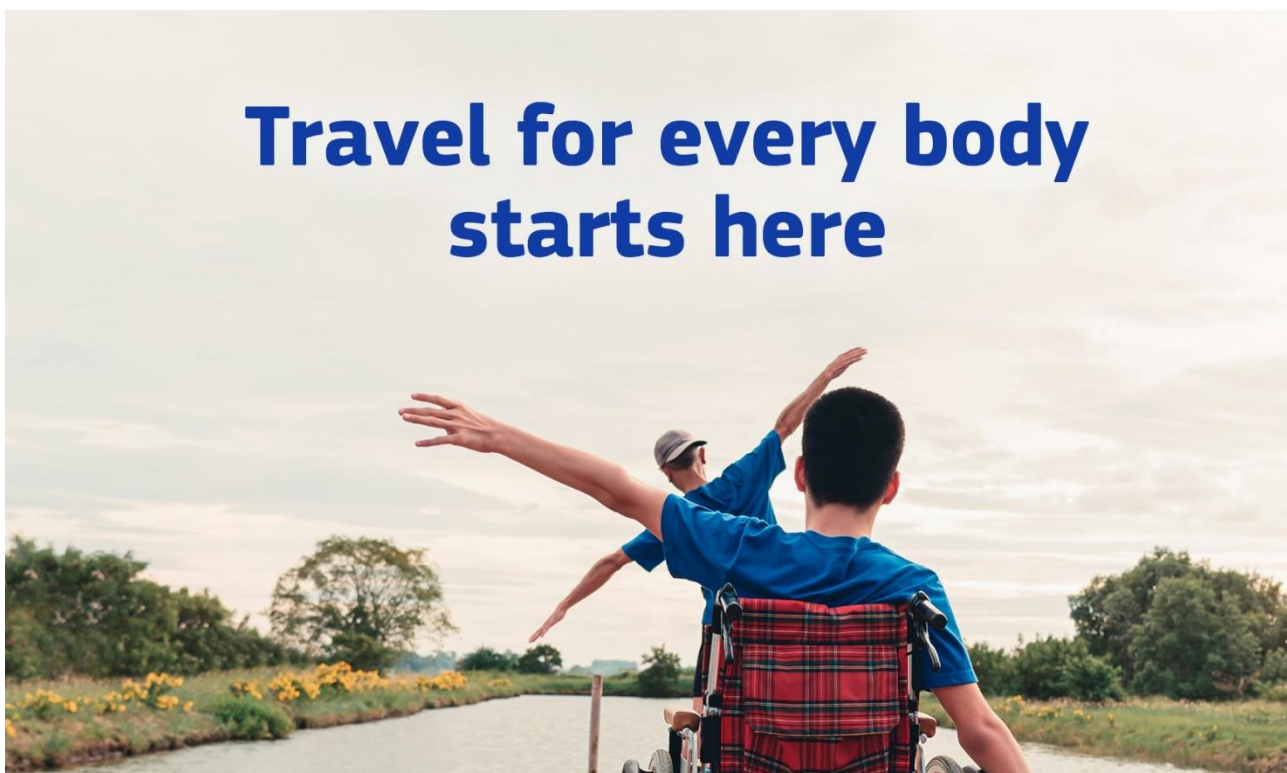


DiscoverEU Inclusion Action (KA155)

Guidelines, tips, and advice for project implementation

**Travel for every body
starts here**



Contents

1. Important Resources	3
2. Setting up a Project	5
3. DiscoverEU Inclusion Action Eligibility Principles	7
4. The Interrail Pass Booking Process	9
5. The DiscoverEU Travel App	16
6. The DiscoverEU Learning Cycle	24
7. Practical Tips for Supporting Travelers.....	25
8. Project Management & Monitoring	28
9. Communication with National Agency.....	31

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

The European Youth Portal and the General DiscoverEU Help Centre are primarily aimed at 18-year-olds participating independently through the DiscoverEU General Call. Therefore, some of the available information, particularly information about applications, selection and allocation of travel passes, does not apply to DiscoverEU Inclusion Action projects. However, much of the practical information on travel planning, use of the Interrail Pass and the DiscoverEU Travel App is also relevant to Inclusion Action participants.

A separate DiscoverEU Inclusion Action Help Centre is available exclusively to staff of beneficiary organisations, project administrators and accompanying persons managing KA155 projects.

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 programme, 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 \(europa.eu\)](https://european-youth-portal.europa.eu/discovereu)
- **DiscoverEU General Call Rules:** [Rules of the DiscoverEU call for applications¹ | European Youth Portal](#)
- **FAQ, Section C: Travel** [Frequently Asked Questions | European Youth Portal \(europa.eu\)](#)

1.2 The DiscoverEU Help Centres

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 Centres offer detailed question catalogues with numerous answers and further links. The Inclusion Action Help Centre is **exclusively for beneficiary organisations, and administrators of DiscoverEU Inclusion Action projects**.

- **Interrail General Page (with details on DEU Inclusion Action):** [DiscoverEU Inclusion Action | Interrail.eu](https://www.interrail.eu/en/discovereu-inclusion-action) – From here you can start the ordering process for your passes. This includes a Support and Contact Us page [Help centre | Interrail](#)
- **DiscoverEU Inclusion Action Help Centre:** [DiscoverEU Inclusion Action](#) - - It is intended exclusively for staff of beneficiary organisations, and project administrators of KA155 projects (not to be shared with participants).

- **General Call Help Centre:** <https://helpcentre.start-discover.eu/hc/en-gb> - It is intended for use by participants and general app/travel questions. It can also be accessed through the app (Tab “More”).

The National Agency can provide guidance on project eligibility, approved budgets, project implementation, reporting and Grant Agreement requirements. Technical questions concerning the ordering platform, Interrail Pass, DiscoverEU Travel App, QR codes and train reservations should be addressed to the appropriate DiscoverEU Help Centre.

How can you reach the Customer Service Team?

The customer service team is available to assist you with any questions from Monday to Sunday, between 07:00 and 19:00 CET.

You can reach them using the official [contact form](#) or support email provided to your organisation. When you write, it helps if you include:

- The **exact name of your organisation** (as used in your Erasmus+ application)
- Your **Organisation ID** (e.g. EXXXXXXX)
- Your **Project Code** (e.g.: 2025-1-XXXX-KA155-YOU-XXXXXXXXXX)
- A **clear and short explanation** of your question or issue
- Any other details that might help them understand your request faster.

Email Verification Step - After you submit your request, you will receive an automatic email from support@deuinclusionaction.zendesk.com with the subject: “**Verify your email address**”. To make sure your request is successfully created: Open the email, click the verification link inside, wait for confirmation that your ticket has been received. Without this step, they may not be able to fully process your request.

Who should use the contact form? The [contact form](#) is intended only for organisation admins (not for participants)

Did not receive an answer? First check your spam or junk folder. Where possible, follow up through the existing email thread or ticket rather than submitting multiple requests about the same issue.

A Few Tips to Help Your Message Reach the Customer Service Team Smoothly

- The more complete your message is, the quicker they can support you.
- Use the same email address when contacting them.
- Send one request per issue (instead of multiple messages)
- Keep attachments small and only include them if needed.
- Share your request clearly and include all key information.

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 trip. 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.

The project should consist 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 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 to be planned in advance, 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.

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

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 may involve one or more accompanying persons who monitor and support the participants, including adults carrying out group-leading or facilitation functions. Their role is to support an effective learning process and ensure the protection and safety of participants 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 trip 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 Principles

3.1 Participants

The eligibility of participants for DiscoverEU Inclusion Action activities, as of 2026, is as follows (see E+ Programme Guide 2026): *“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.*

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

Groups can travel alone or can be accompanied. Maximum two accompanying persons per participant when duly justified.

Eligibility of accompanying persons for DiscoverEU Inclusion Action activities is as follows (see E+ Programme Guide 2026): *“An accompanying person is an adult who joins the young people to ensure their effective learning, protection and safety²”*

Accompanying persons are not to be considered as participants of the activity but are eligible for support under certain budget categories such as travel costs, individual support, inclusion support for participants and exceptional costs. **Accompanying persons involved must be at least 18 years old.**

b. Number of Participants and Composition of National Groups

Minimum 1 and maximum 5 participants per DiscoverEU travel (accompanying persons not included). Maximum two accompanying persons per participant when duly justified. Groups can travel alone or can be accompanied.

3.2 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 trips (with 1-5 participants and, if needed, accompanying person(s) each time) during the project lifecycle.

Important note on Individual Support: Although a DiscoverEU trip may last from 1 to 30 days, Individual Support is provided for a maximum of 21 days per participant, including accompanying persons, under the Programme Guide (2026). Beneficiaries planning a travel activity lasting more than 21 days should check the financial implications against their approved budget and Grant Agreement.

² See definition under glossary of E+ programme guide on “accompanying person”

3.3 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.

3.4 No Collection of Participant Contributions Rule

Beneficiary organisations and service providers may not request participation fees or other financial contributions from the young people with fewer opportunities participating in activities of the project.

4. The Interrail Pass Booking Process

Interrail B.V. is the European service provider responsible for issuing and managing the DiscoverEU Interrail Passes. The Eurail Ticketing System (ETS) is the platform used by beneficiary organisations to order Passes for participants and accompanying persons. As part of the implementation of a DiscoverEU Inclusion Action project, the beneficiary organisation is responsible for completing the ordering process and making the necessary practical arrangements.

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.

Find out more about the Interrail Pass here: [About the DiscoverEU Interrail Pass – DiscoverEU Inclusion Action \(zendesk.com\)](#).

The DiscoverEU Interrail Pass allows travelers to use participating railway services and certain other covered transport services across Europe. Some trains require a compulsory seat reservation, which must be arranged separately from the Pass. Eligible seat-reservation costs may be **reimbursed at 100% DiscoverEU Inclusion Action** under cost category “Exceptional Costs” where they were requested in the application, justified and approved by the National Agency in accordance with the applicable Programme Guide (More information on Seat reservations is provided in sections below)

4.2 What are the Booking Steps?

- Access the **Interrail Inclusion Action Page**: [DiscoverEU Inclusion Action | Interrail.eu](#)
- Click on the “Contact Us to Start” button.



Funding confirmed?

Get started

Once you have confirmed funding for your DiscoverEU Action program, please get in touch with the DiscoverEU Travel Team to start preparing your travellers' adventure across Europe!

Contact us to start



- Complete your details and select “I am ready to book.”

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



DiscoverEU Inclusion Action

[DiscoverEU Inclusion Action](#) > [Submit a request](#)

Submit a request

Your email address

What can we help you with?

-

I have a question

I am ready to book

What's your name?

Subject

Description

Paragraph 

- The European service provider for transport reservations will get in touch with the next steps.

Important Note

Before starting your order, it is therefore **advisable to have a fixed list of participants** before starting the booking process. You need to prepare the following information for all participants and accompanying persons:

- *First name and last name*
- *Date of birth*
- *Country of residence*
- *Personal email address of the traveler*

You will also need your organisation details, including:

- *Organisation name*
- *Billing address*
- *Contact person details*
- *Chamber of Commerce or registration number*

- Once you get the instructions, you will need to complete your booking form, as follows:
- Use your **organisation's OID** and **Project Code** to access the request form.

5

Request Travel Passes

- Access to dedicated request form
- Information required for purchase clearly stated.
- To continue to next step, they will need to fill in their Organisation ID and Erasmus+ project code.
- The request form consists of different steps, where information must be provided to proceed.



- Complete the **Contact Person** and **Billing Details** sections. Accept the applicable Purchase Terms and Conditions and the Data Processing Agreement. The organisation details will be saved for future orders.

IMPORTANT: Avoid leaving the ordering page inactive for a long period of time or opening multiple browser tabs during the process, as this may cause system errors.

Request Travel Passes

Billing details and Legal

- Firstly, contact person's (organisation representative) information is collected.
- Billing and legal company information is required.
- Agreeing to Purchase Terms and Data Processing agreement replaces the old pdf-contract signature.
- Link to dedicated Customer Service team for assistance is provided.



- You will need to make **separate orders for Participants and Accompanying persons**. First, complete the form with the details for **Participants** for which you request passes, first.

Request Travel Passes

Participants' details

- Web form to provide details required for issuance of Interrail Pass for participants.
- Maximum 100 participants per request.
- Organisations could be advised to process one activity at a time, to avoid long sessions.



- Then, complete the form with the details for **Accompanying Persons (if any)** for which you request passes.

Request Travel Passes

Accompanying persons' details

- Web form to provide details required for issuance of Interrail Pass.
- This section can be skipped if no accompanying persons are present.



- Review the details of your request AND the **overall cost of your order**, on the right side of the screen.

Request Travel Passes

Review information & submit

- Review information provided and confirm or edit it (if there are any mistakes/changes).
- See amount due (in EUR) and button to submit the request
- Information about next steps is shown after submission.



- Settle the payment of the invoice within **seven days**, following the payment instructions included in the invoice.

Settle the payment

- After request submission, a Eurail agent will contact organisation via e-mail with an invoice and payment instructions (within 2 business days)
- Organisation pays via **bank transfer**.
- Once payment is received, Eurail will issue the Interrail Passes



Email with invoice and instructions for payment



Payment is arranged

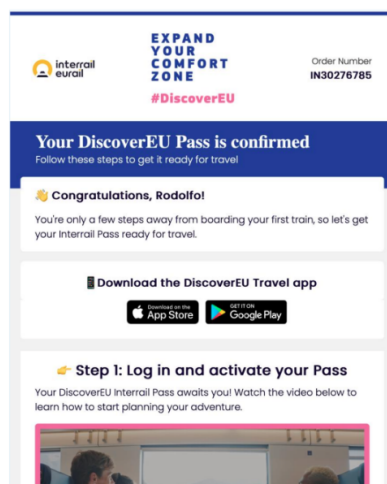


- Receive the confirmation of purchase via email. The travelers and accompanying persons receive their Pass via email.

Receive Passes

- After the payment, Passes are processed by Eurail.
- Each traveller (companions & participants) receive their Pass information via email.
- The organisation contact person will receive an email with the confirmation of the purchase.

The trip can begin!



Pass details to travellers & companions



4.3 Rules of the Pass

As part of DiscoverEU Inclusion Action, **all travelers (including accompanying persons) automatically receive a Flex Ticket**. The Flex Ticket can be used up to 7 travel days in total within a maximum of 30 days. 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 Centre](#)

[What is a Travel Day?](#)

* Flights between Cyprus and the continental European rail network do not use any of the seven Interrail travel days. The beneficiary organisation is responsible for arranging these flights in accordance with the approved project budget, the applicable Programme Guide and the Grant Agreement.

You can travel on trains operated by all participating rail companies in approximately 33 countries in Europe. List of countries that can be traveled to: [Where can I travel with an Interrail Pass? - DiscoverEU Help Centre](#). [Railway companies and trains covered by the Pass – Interrail](#)

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.

Local public transport is not automatically included. Some ferries and public-transport services operated by participating companies are covered, but travelers should check each operator and route individually. For more information, please read here: [Check which train, ferry and public-transport services are covered](#)

– [Interrail](#)

Important Note on Flight Tickets: At this point, the information from the Help Centre 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 organisation- 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. Always check the E+ programme guide for the relevant project year for the distance calculation chart that applies under DiscoverEU Inclusion Action).

Can previously issued passes for participants be cancelled or refunded?

The DiscoverEU Interrail Pass cannot normally be refunded or exchanged once it has been issued. Because of this, we strongly recommend that you carefully check all participant details before ordering the Passes.

If one of your participants drops out and you want to replace them, make sure the Pass has not been used or activated. Once a Pass has been activated and the start date has already passed, it is considered used. In this case, it cannot be refunded, as explained in the [DiscoverEU Interrail Pass Conditions of Use](#).

If you run into any issues with Passes you have already ordered, please contact the [DiscoverEU Travel Team](#).

5. The DiscoverEU Travel App

The DiscoverEU Interrail Pass is available only in digital form through the DiscoverEU Travel App. A compatible, internet-enabled smartphone is required for every independently managed Pass. Where several Passes are centralised and managed on one device, not every traveler needs to carry a separate smartphone, but all travelers whose Passes are managed on that device must remain with the person carrying it during the relevant journeys. Travelers whose Passes are held together must travel together unless the Passes are moved to separate devices.

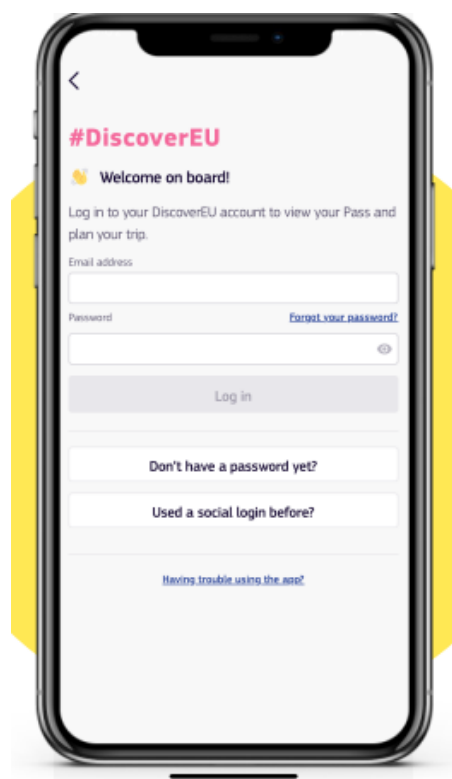
- You can find a detailed manual for the app here: [Manual for the DiscoverEU Travel App - DiscoverEU Help Centre](#)
- [How to use your Interrail mobile Pass – Interrail](#)

5.1 Important steps in using the App:

Step 1: Download, Registration and App Set Up

- Use the cell phone that you will be using during the journey and follow the instructions sent to you via email. A pass can be active on only one device at a time. Where a device must be replaced, follow the official device-transfer instructions or contact support.
- **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: Travelers 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: The minimum supported operating systems are **Android 6.0 or later** and **iOS 16.0 or later**. Devices using earlier versions are not officially supported. Beneficiaries should ensure that a compatible device is available before departure and contact the Help Centre in advance where this presents an inclusion or logistical barrier.



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 menu are the following:
 - **Planner:** used to search for and plan journeys. Searching for a journey does not constitute a booking or seat reservation.
 - **My Trip:** contains the journeys saved to the trip connected to the relevant Pass. A saved journey must subsequently be added to the Pass before boarding.
 - **My Pass:** contains the activated Pass and the day tickets generated for inspection.
 - **Discover:** Allows you to track the travels of other DEU travelers anonymously.
 - **My Map:** interactive map showing planned and actual routes.
 - **More:** Seat reservation information and digital discount card (European Youth Card – see below) valid for 1 year once activated. Here, the FAQ section and Help Centre connection are available on the app.

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.

The European Youth Card

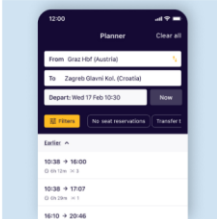
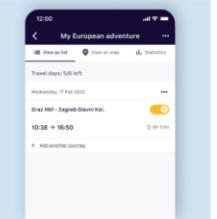
A personal, digital, European Youth Card is stored in the app for every person aged 27 or younger. The European Youth Card is the largest Europe-wide benefit card for young people. It offers discounts of up to 70% on offers in the areas of flight and bus tickets, cinema, accommodation, restaurants, festivals, 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: [Youth Board of Cyprus](#) | [European Youth Card](#)



5.2 Preparing for mobility in the App

 Plan a journey Search for train times in the app using the planner. Tap on a journey to see the full details. You can filter your search using the options button to get the best results.	 Save your journey to My Trip Once you've found a journey that suits you, tap to save the journey to your trip. You can save a journey to as many trips as you like, so it's easy if you're travelling as a group.	 Add your journey to your Pass Ready to travel? Go to your trip and tap to add your journey to your Pass. Flexi Passes only: If the date of your journey is not a travel day yet, you'll need to use one of your travel days. You can read more below.
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Step 1: Add the Pass and connect a trip

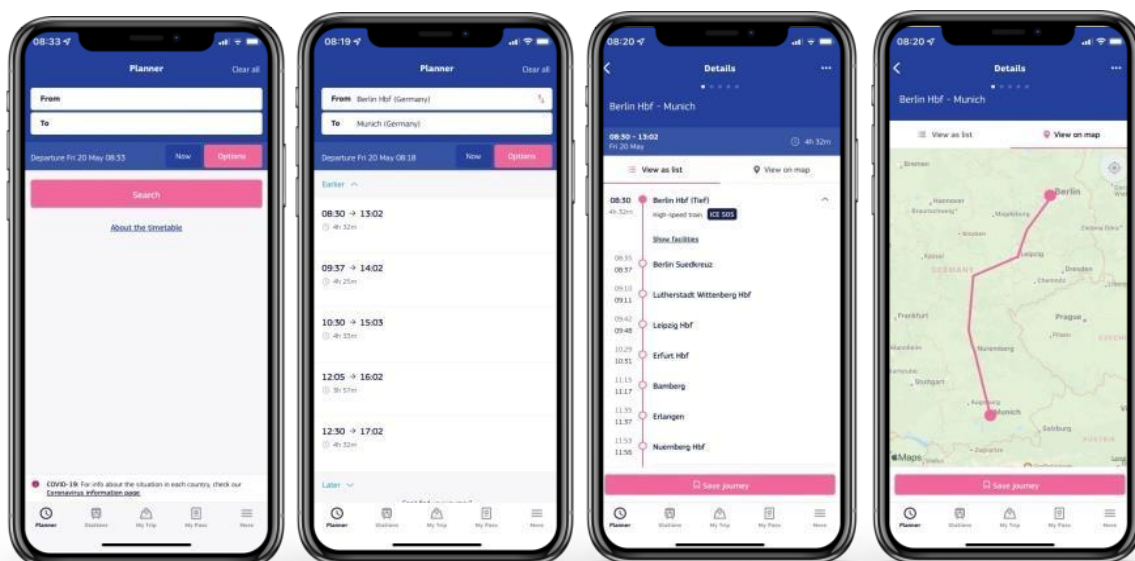
- Add the Pass to the DiscoverEU Travel App using the traveler's surname and Pass number. Enter the information exactly as shown in the confirmation email.
- Enter the verification code sent by email where prompted.
- Connect a trip to the Pass. This trip will contain all the journeys taken using that Pass.
- When several Passes are managed on one device, each Pass must be connected to its own separate trip. An existing trip may be duplicated and connected to another Pass.

Step 2: Activate the Pass

- Activate each Pass by entering the passport or identity-card number of the traveler. The number must match the document that the traveler will carry during the journey.
- Choose the **Pass validity start date**. This is the first date on which the Interrail Pass will be used; it is not necessarily the same as the overall mobility start date, particularly where the mobility begins with a flight from Cyprus.
- A Pass can generally be **activated up to 11 months after purchase**. Always check the final activation date shown in the confirmation email or App and ensure that the Pass is activated and used within the project duration.
- Before 00:00 local time on the selected validity start date, the Pass may be deactivated and activated again with a different date. Once the validity period has begun, the start date can no longer be changed.

For more information, please visit the following links: [What are the first steps with my Interrail Mobile Pass?](#)
- [DiscoverEU Help Centre](#)

Step 3: Planning a journey under “Planner”



The **Planner** section of the App is used to search for and plan journeys. Searching for or saving a journey

in the Planner does not constitute a train booking or a seat reservation.

When searching for a journey, you can use the filters under “Options”, such as “Night trains only” or “No seat reservation required”. When reviewing the results, check whether the App indicates that a compulsory seat reservation is required. Trains requiring reservations may become fully booked, particularly on popular routes and during peak travel periods.

- [How exactly does the planner work - DiscoverEU Help Centre](#)

Step 4:

- Save the journey on “My trip”

Once you have found a suitable journey in the Planner, save it to the trip connected to the relevant Pass. The journey will then appear under “My Trip”. You can save the same journey to several trips, which is useful when several participants are travelling together and each Pass is connected to a separate trip.

What is a travel day?

You have a **certain number of days** where you can use your Pass to travel (e.g. 7 days in 1 month). You can use them whenever you like within the overall validity of your Pass. You can see how many travel days you have left in My Trip and in My Pass, along with an overview of all your travel days.

How do I know when I'm using a travel day?

Any day where you have a journey added to your Pass counts as a travel day. We'll ask you if you want to use one of your travel days when you add a journey to your Pass. If you're not sure which days are travel days, just check My Pass.

Can I cancel a travel day?

Changed your plans? No problem – **you can cancel a travel day up until midnight the day before.** If you remove all your journeys from a travel day, we'll even remind you to cancel the travel day too, so none of your travel days are wasted.

Do night trains use more travel days?

You only need to use one travel day for night trains. If you're travelling on a night train that arrives after midnight, only your day of departure needs to be a travel day. The night train's arrival date must still fall within the overall validity period of the Pass. If the traveler changes to another train after the night train arrives, another travel day is required. The App will ask inform that another day will be added when you add this change in journey to the Pass.

Step 5:

- Add the journey to the Pass

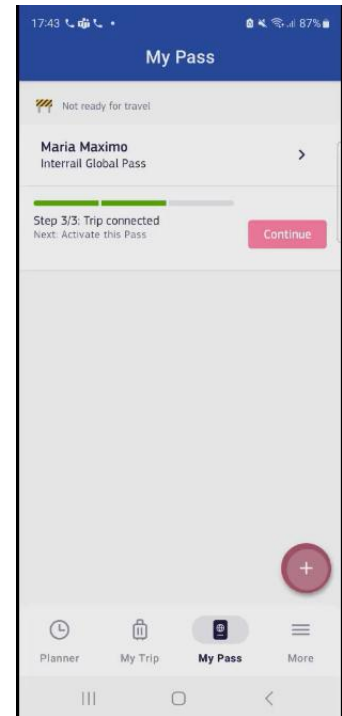
Before boarding, go to “My Trip” and add the saved journey to the relevant Pass. When necessary, the App will ask you to activate a travel day.

Adding the journey to the Pass generates the day ticket and QR code that must be presented during ticket inspection.

Before boarding every train, bus or ferry covered by the Pass, make sure that:

- the relevant journey has been added to the Pass;
- every separate leg involving a transfer appears on the ticket; and
- the correct day ticket is visible under “My Pass”.

A ticket may be generated in advance or on the day of travel, but it must always be generated before boarding. Adding the journey after departure may result in the traveler being treated as travelling without a valid ticket and may lead to a fine.



Important Notes:

Adding a journey to “My Trip” or to the Pass does not reserve a seat. Always check separately whether a seat reservation is compulsory or recommended (See segment on seat reservations below).

Timetable coverage may be incomplete for some countries, operators or regional services. **Always cross-check the journey you wish to take with the relevant national railway operator** website and manually add it to the app when it is not displayed. When an eligible journey is not displayed in the Planner, it can be added manually by following the official instructions:

- [What do I do if my destination/country is not displayed in the planner? - DiscoverEU HelpCentre](#)
- [What should I do if I cannot find my journey in the Planner or station boards? – Interrail](#)

5.3 Seat Reservations

Some trains require a compulsory seat reservation, while reservations are optional on others. Requirements normally depend on the specific train and operator, rather than only on the country.

Seat reservations may be available through the Interrail reservation service, the relevant railway operator, a station ticket office or another authorised reservation channel. Always follow the instructions provided for the particular train and operator.

Eligible seat-reservation costs may be reimbursed at **100% under the “Exceptional Costs” budget category**

where they were requested, justified and approved by the National Agency in accordance with the applicable Programme Guide when included in the application.

Where a reservation is not required, travelers may consider regional trains, which often do not require reservations.

For more information read here: [All about seat reservations | Interrail.eu](#)

To help you calculate the average costs for seat reservations per railway company/ country see here: [Reservations Fees for Trains | Interrail.com](#)

To help you **BOOK seats**, read the following instructions here: [How do I book seats? | Interrail.com](#)

5.4 Showing tickets to inspectors

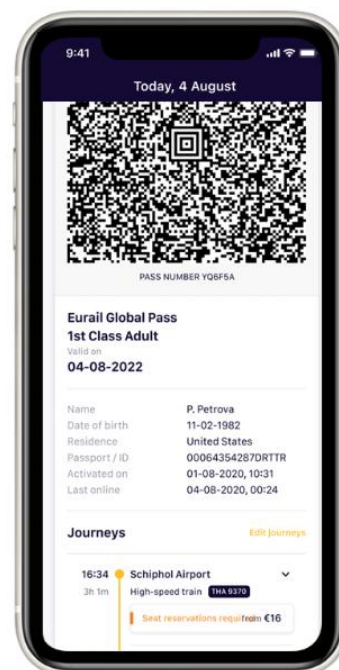
This is the part of your Pass that ticket inspectors need to see. Every travel day in your Pass has a different ticket, and each ticket shows all the journeys you add to your Pass for that travel day. You can show your ticket in just 2 taps:

- Go to My Pass
- Tap 'Show ticket'

The ticket inspector will scan the barcode and check that the train you are on is listed on your ticket. They will also check your personal information and may ask to see your passport or ID.

Screenshots, photographs or recordings of the Pass or QR code are not accepted during ticket inspection. The original ticket must be displayed through the app.

The mobile device's date, time and time-zone settings should be set to update automatically according to the local time of the country in which the traveler is located.



Important: The App must be opened while the device is connected to the internet at least once every 24 hours during the Pass validity period. If the App has not connected within the previous 24 hours, the Pass may become inactive until the device reconnects to the internet and the App is opened.

More than one Pass on your device? (See Section 5.6)

When several Passes are managed on one device, a separate ticket must be shown for each traveler. Select each Pass under “My Pass” and tap “Show ticket”.

Display one traveler's QR code at a time and avoid changing to another ticket while the inspector is

scanning it.

5.5 App Tab “More”

The “More” tab contains access to useful information and services, including seat-reservation guidance, the European Youth Card, frequently asked questions and Help Centre support.

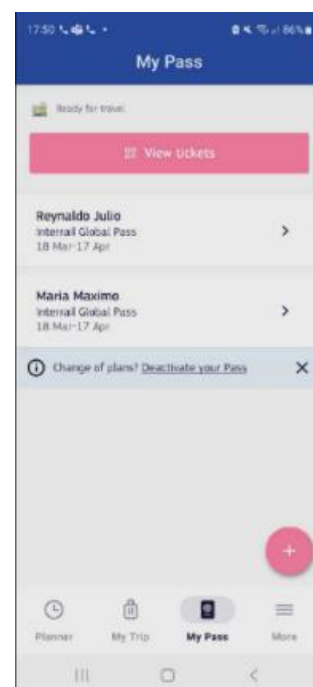
5.6 Centralise Passes on one Phone (e.g. Accompanying Persons)

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 by entering the name and Pass number of the person concerned (to be found in the Eurail’s confirmation emails).

Step 2:

- Connect each Pass to its own separate trip under “My Trip”. If the participants follow the same itinerary, an existing trip may be duplicated and connected to another Pass.
- Activate each Pass individually by entering the relevant traveler’s passport or identity-card number and selecting the Pass validity start date.
- 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:

- Search for the journey in the Planner and save it to each traveler’s connected trip.
- Under “My Trip”, add the journey to each Pass. Where required, confirm the use of a travel day for each Pass.
- A separate day ticket and QR code will then be available under “My Pass” for every traveler.
- All travelers whose Passes are managed on the same device must travel together on the journeys managed through that device. To travel separately, the relevant Pass must first be moved to another compatible device in accordance with the official transfer procedure.

Important Notes about the Centralizing Process:

- An accompanying person can activate and manage multiple European Youth Cards on one device and move between the individual cards.
- This procedure does not guarantee that group members will necessarily be next to each other on the train, depending on the train company.
- 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.

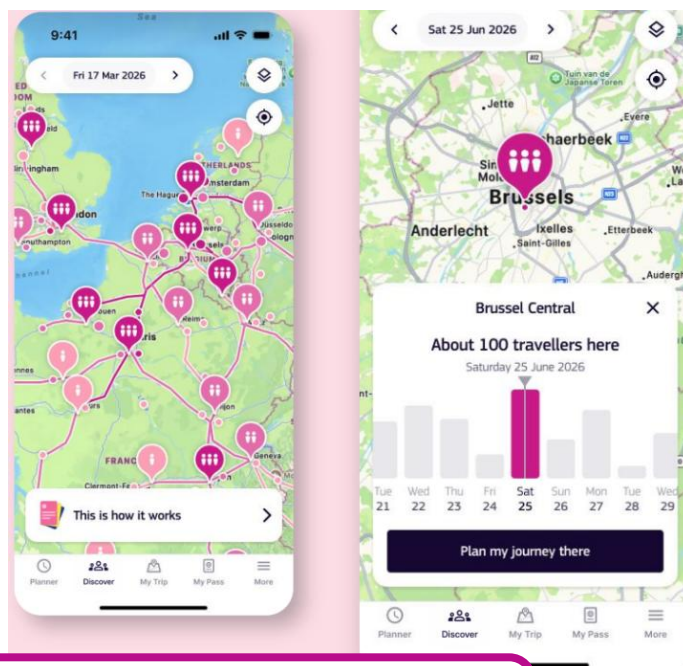
5.7 De-centralise Passes from one Phone

- Before the selected validity start date, a Pass may be deactivated by opening “My Pass”, selecting the three dots and choosing “Deactivate Pass”. A Pass that is not currently active may then be removed from the device and added again later or added to another device.
- Once the Pass validity period has started, the Pass cannot simply be removed from the original device. Where a traveler needs to move an active Pass to another device—for example, because the group needs to split up—the traveler should open the DiscoverEU Travel App on the new device, add the Pass using the surname and Pass number, select “Move Pass” when prompted and follow the instructions. A Pass can normally be moved to another device only once.
- Removing a Pass or deleting the App may permanently delete the trip information stored on the original device. Before making any changes, ensure that the itinerary and necessary journey information have been recorded elsewhere. Contact the DiscoverEU Help Centre if assistance is required.

5.8 New pass feature (Update 2026):

The App menu bar now includes a new tab called “Discover”. This optional feature focuses on connections between travelers. It includes a map displaying anonymised patterns of current and planned journeys based on trip information entered by DiscoverEU travelers. Different icons and colour gradients indicate how active destinations and routes are at a given time. The feature does not use the traveler’s real-time geolocation.

Important: If you downloaded the app before June 2026, you will need to update it in order for this new feature to appear.



For FAQs on all matters described above, including Mobile Pass technical difficulties, visit [FAQ overview](#) | [Interrail](#)

6. The DiscoverEU Learning Cycle

In addition to the actual trip, DiscoverEU also offers an accompanying educational programme, 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 organised in participating countries. Their duration, programme, language, eligibility conditions and financial arrangements vary. Participants should consult the individual event announcement before registering.

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.

Inclusion Action participants may register for MeetUps in Cyprus and in other participating countries, subject to the eligibility conditions of the individual event. The duration, language, registration deadlines, eligible participant groups and costs covered vary between MeetUps. Participants and beneficiary organisations should therefore consult the individual event announcement carefully before registering or making travel arrangements.

MeetUp dates and information are published progressively on the European Youth Portal. Places are often limited, and registration may close once the available capacity has been reached.

- **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

Here, you can find information on passenger assistance, wheelchair reservations and the need to check arrangements with the relevant railway operator: [Travelling with reduced mobility – Interrail](#)

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 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 & Interrail Planning Guide**

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

Interrail also has a useful planning Guide [Plan Your Interrail Trip | Interrail.com](#)

- **Visa, Insurance and Travel Documents**

You can read the [general rules of DiscoverEU](#) for visa and Insurance (Section 15 and 16).

Depending on their citizenship and planned travel itinerary, participants and accompanying persons may need one or more visas or other travel documents. The issuing of visas is the responsibility of the relevant national authorities. **Beneficiary organisations should support travelers in identifying the applicable entry requirements through official sources and in submitting any necessary applications sufficiently in advance.** Visa procedures may take several weeks or months. It remains the responsibility of each traveler, with the support of the beneficiary organisation where necessary, to ensure that they have a **valid passport or identity document**, any required visas or residence permits, and all other documents needed for the journey.

Under DiscoverEU Inclusion Action, visa and visa-related costs, residence permits, vaccinations and medical certifications may be covered under **the budget category “Exceptional Costs”**. These costs are reimbursed at 100% of the eligible real costs, if they have been properly justified by the beneficiary organisation and approved by the National Agency at application stage. Where health insurance is a mandatory condition for obtaining a visa, the related cost may be considered a visa-related cost, subject to the applicable Grant Agreement conditions and approval by the National Agency. The beneficiary organisation is responsible for making the necessary arrangements.

All participants and accompanying persons should have **appropriate health and travel insurance covering the entire duration of the journey**. Before departure, the beneficiary organisation should verify that the insurance arrangements are suitable for the individual needs. Travelers who are eligible should obtain and carry a **valid European Health Insurance Card**. The European Health Insurance Card provides access to medically necessary state healthcare during a temporary stay in participating countries, under the same conditions and at the same cost as people insured in that country. However, it is not an alternative to travel insurance and does not normally cover all possible circumstances, such as private healthcare, lost or stolen property, changes or cancellation of travel, mountain rescue or repatriation to the traveler’s country of residence. Complementary travel insurance is therefore strongly recommended, and it is the responsibility of the beneficiary organizations.

7.3 During and After 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 programmes. 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 beneficiary, 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 organisation 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 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:** [Erasmus+ and European Solidarity Corps programmes](#)
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:** [Erasmus+ and European Solidarity Corps guides | Erasmus+ and European Solidarity Corps programmes](#)
- **Beneficiary Module Guidelines for Mobility Activities in Inclusion Action (KA155) projects:** [Mobility activities in KA155 projects - Erasmus+ & European Solidarity Corps IT Documentation - EC Extranet Wiki](#)

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.

No Collection of Participant Contributions Rule

Beneficiary organisations and service providers may not request participation fees or other financial contributions from the young people with fewer opportunities participating in activities of the project.

- **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, beyond the Declaration on Honour of the beneficiary, the following documents will need to be provided by the beneficiary to the National Agency:

- Declarations of participation for each participant and accompanying person - [A template](#) is available from the NA to be provided to the beneficiary.
- Activity Schedule (for each activity implemented) – [A template](#) is available from the NA to be provided to the beneficiary.
- 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 - [A template](#) is available from the NA to be provided to the beneficiary.

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, communication with the travel pass issuing company, 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 of 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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