

CUSTOMER INFORMATION

SUMMARY OF REGULATION (EC) NO. 1371/2007

RIGHTS AND OBLIGATIONS OF RAIL PASSENGERS

Scope of application

The Regulation applies to all rail journeys and services provided by one or more railway undertakings licensed under Directive 95/18/EC.

Passenger rights

Contract of carriage, information and tickets

Passengers must be clearly informed:

- prior to travel and in particular, about the conditions applicable to the contract, the timetable and the fares applied;
- during the journey and in particular, about delays or interruptions of service;
- and about procedures relating to filing complaints.

Railway undertakings must facilitate the purchase of tickets by rail passengers. Tickets are generally sold, at least, through ticket offices or vending machines, or on board trains, or through any widely available form of information technology (internet, telephone).

Passengers and their luggage

Passengers are entitled to compensation if their checked baggage is lost or damaged. This Regulation reinforces the rights of passengers to compensation in the event of death or injury (an advance payment must be made no later than fifteen days after the identification of the physical person entitled to compensation where this is necessary, in order to meet immediate financial needs in proportion to the damage suffered).

Delays and cancellations

This Regulation reinforces the rights of passengers to compensation in the event of delay or cancellation. Passengers may claim a minimum fee of:

- 25% of the ticket price in the event of a delay of between 60 minutes and 119 minutes;
- 50% of the ticket price in the event of a delay of 120 minutes or more.

In the event of a delay, on arrival or departure, of more than 60 minutes, passengers are entitled to free assistance (meals and refreshments in reasonable quantities, hotel or other accommodation, alternative transport if the train is blocked on the track) subject to the limits and conditions set out in Art. 18 of Regulation No. 1371/2007.

No discrimination against disabled people and people with reduced mobility (02-72.49.49)

The regulation confers the following rights to disabled people and people with reduced mobility:

- disabled people and people with reduced mobility have the right to non-discriminatory access to transport at no additional cost when purchasing a ticket and a reservation;

- on request, disabled people and people with reduced mobility shall be informed about the accessibility of rail services and trains;
- railway undertakings and station managers must ensure the accessibility of trains and other rail services to the best extent possible;
- railway undertakings and station managers provide assistance on trains and in staffed stations free of charge and reasonably; in order to ensure proper assistance, the passenger must respect certain provisions (e.g. 48 hours' notice before departure);
- disabled people and people with reduced mobility are entitled to compensation if the railway undertaking is responsible for the loss or damage of mobility equipment.

Safety, complaints and quality of service

The regulation requires railway undertakings and station managers to ensure the personal safety of passengers on trains and in stations, in consultation with public authorities.

Railway undertakings are obliged to set up a complaint handling service in order to fulfil their rights and obligations under the Regulation (ref: www.trenord.it/reclami).

Now, Member States must offer passengers the possibility to complain to an independent body if they feel their rights have been infringed upon. (Transport Regulation Authority. Ref: www.autorità-trasporti.it under "Regulations; pec@pec.autorità-trasporti.it). The minimum service quality standards are:

- passenger information and tickets;
- train punctuality and general principles;
- train cancellations;
- cleaning of rolling stock and station facilities;
- customer satisfaction surveys;
- the handling of complaints, refunds and compensation for non-compliance with service quality standards;
- assistance provided to disabled people and people with reduced mobility.

Information to passengers on their rights

Rail passengers shall be informed on their rights and obligations under this Regulation when purchasing a ticket. Pay attention to the notices posted in stations and published on the website www.trenord.it.

The full text of the regulations can be viewed on the company website, using the link www.trenord.it/en/assistance/useful-information/customers-rights-and-responsibilities/.