

Obligations of travel agents and tour operators under Regulation No 1371/2007 on rail passengers' rights and obligations

Ref: CR07-358/942

Who	Obligation	Scope
Pre-journey travel information		
Travel agents	Upon request, provision of pre-journey information in appropriate format, including: <ul style="list-style-type: none"> - general contract conditions - time schedules and conditions for the fastest trip / lowest fares, - accessibility, access conditions and availability of on-board facilities for PRMs and bicycles, - seat availability, - activities likely to disrupt or delay services, - availability of on-board services, - procedures for reclaiming lost luggage and submission of complaints 	All services unless exempted*
Tour operators	Same as above where available	All services unless exempted*
Tickets and reservations		
Travel agents and tour operators	Offer, where available, tickets, through tickets and reservations	All rail passenger services
	Use Computerised Information and Reservation System for Rail Transport, CIRSRT, to provide information and issue tickets	All services unless exempted*
	Prohibition to disclose personal information on individual bookings to other entities	
Disabled persons and PRMs**		
Travel agents and tour operators	Prohibition to <ul style="list-style-type: none"> - charge additional costs, or - refuse to accept a reservation or issue a ticket, or require an accompanying person unless required otherwise by the railway undertakings' access rules for disabled persons and PRMs**	All services unless exempted*
	Upon request, provision of information on accessibility (see point 3 of pre-journey information)	All rail passenger services
	Upon request, written information within 5 days regarding reasons for refusal to accept reservation or issue ticket or require an accompanying person in accordance with the railway undertaking's access rules	
	Put in place measures for the receipt of assistance requirements of disabled persons and PRMs** Coordination with railway undertakings and station managers to transmit the assistance requirements 48 hours before departure (insofar as the notification was received 48 hours before departure)	All services unless exempted*

Information to passengers about their rights

Tour operators	Information on passengers' rights and obligations using a summary provided by the European Commission	All services unless exempted*
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Travel agent = operator acting on behalf of the railway undertaking

Tour operators = operator selling in his own name

* Exemptions: Member States may exempt (i) domestic, (ii) urban, suburban and regional rail passenger services and (iii) services operated for the most part outside the Community.

** PRM: Person with reduced mobility