

Travel related issues

RAIL PASSENGERS' RIGHTS

Regulation (EC) No [1371/2007](#) of the European Parliament and of the Council on rail passengers' rights and obligations

Objective

To ensure a high level of protection for rail passengers. This Regulation establishes rights and obligations for rail passengers in order to make rail passenger transport more effective and more attractive.

Relevance for the hospitality industry

This text is of relevance to the hospitality industry as it concerns directly their guests, which have suffered from difficulties with their train travel.

State of progress

Adopted. The Regulation entered into force on 3 December 2009. Member States may grant exemptions under specific conditions in relation to "non-essential" rights.

Content

The Regulation specifies which minimum information shall be provided to rail passengers before and during a journey.

The amount of compensation and the assistance to be provided for passengers in case of cancellation, missed connection or delay of more than 60 minutes is laid down in the Regulation.

Railway undertakings shall define service quality standards and implement a quality management system to maintain service quality. The items to be at least covered by service quality standards are specified in Annex III of the Regulation, including inter alia customer satisfaction surveys and complaint handling.

For a summary of this Regulation you can visit the [SCADPlus](#) website (European Commission).

HOTREC position

HOTREC is watching carefully this piece of legislation, which imposes the development of quality standards. With regard to information to consumers, HOTREC already made serious efforts to increase transparency in relation to hotel classification. With regard to the quality of service, HOTREC established the European Hospitality Quality scheme, which accredits existing quality schemes.

See also:

www.hotelstars.org

[European Hospitality Quality scheme](#)

Official reference

Regulation (EC) No [1371/2007](#) of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations, O.J. L 315 of 3.12.2007

See also:

Regulation (EC) No [261/2004](#) of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No [295/91](#).

Proposal for a Regulation of the European Parliament and of the Council on the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws, [COM\(2008\) 817](#) final

Proposal for a Regulation of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws, [COM\(2008\) 816](#) final

Last update: March 2010