



Workshop on Rail Passengers' Rights
An exchange of views between railway undertakings
and national enforcement bodies
Brussels, 10 May 2012

Invitation

The CIT and CER will be providing an update on the rights arising from *Regulation (EC) No 1371/2007 on rail passengers' rights and obligations (Rail PRR)* and enjoyed by rail passengers within the European Union: **how have railway undertakings implemented these rights in practice? How do the national enforcement bodies see the situation? What lessons should be drawn from a comparison with the legislation for the air mode which predates the rail legislation? How can the various actors in the rail mode contribute to improving the quality of the service experienced by passengers?**

Specialists from railway undertakings, national enforcement bodies, European and international institutions, from other modes of transport and indeed bodies representing passengers will have the opportunity to exchange views and comment on their experience in these areas. Representatives of railway undertakings and authorities will present their points of view on these subjects in turn. The participants will then be able to discuss specific questions and cases taken from real life. The objective will be to offer players in the rail industry a useful forum to exchange ideas and to understand the position of other parties. In addition, participants will benefit from a unique opportunity to network to make contacts for subsequent exchanges.

The main topic to be considered at the workshop on 10 May will be liability for delay and handling claims for delay. Liability for delay is a core part of the *Rail PRR*. Its linkage with the *CIV Uniform Rules* (annexed to it) is not quite as simple as might first seem since the issue is currently in front of the European Court of Justice (case C-509/2011). It will be interesting to compare the experience of rail with that of air because these two modes of transport are both subject to legislation at two levels, international and within the European Union and the same types of fundamental legal question arise.

The European dimension to the *Rail PRR* means that the approach must be at a high-level although taking national differences and the exemptions allowed by EU Member States into account. The CIT and CER are convinced of the value of interpreting and applying the *Rail PRR* across the European Union in the most uniform way possible. They therefore invite all those with an interest to take an active part in this workshop.

Programme

9.00	Opening	Cesare Brand, CIT Jan Svensson, SJ
9.15	Implementation of the Rail PRR in the contracts of carriage of passengers GCC-CIV/PRR, SCIC, SCC	Lucio Lanucara, Trenitalia
9.35	Cooperation between railway undertakings to handle claims AIV, specific agreements	Isabelle Oberson, CIT
9.55	Cooperation between national enforcement bodies to handle claims MoU, issues of competence	Ralf Schweinsberg, Eisenbahn-Bundesamt
10.15	Coffee break	
10.45	Workshop I: Compensation for delays	- Klaus Berdan, DB - Bram Van Bockxlaer, Federal Public Services Mobility and Transport
11.30	Workshop II: Assistance in the event of delays	- Bjarne Bak, DSB - Przemysław Grabowski, Office of Rail Transportation
12.00	Discussion in plenum on Workshops I and II	Jan Svensson, SJ
12.30	Lunch break	

13.30	Scope of the Rail PRR: how to deal with exemptions	Przemysław Grabowski, Office of Rail Transportation
13.45	Coping with different levels of passengers' rights	Anne-Laure Le Merre, CER
14.00	Comparison with the Air PRR	Monique de Smet, IATA
14.15	Coffee break	
14.45	Workshop III: Consequences of delays on passengers' plans (missed flights or holidays, etc.)	- Bernard Cieutat, Médiateur SNCF - Speaker from NEB (tbc)
15.15	Workshop IV: drawing first conclusions	- Lubomir Hradiský, ZSSK - Bram Van Bockxlaer, Federal Public Services Mobility and Transport
15.45	Discussion in plenum on Workshop IV	Jan Svensson, SJ
16.00	Closing remarks	Cesare Brand, CIT

Speakers / Moderators

Bjarne Bak

Deputy director
DSB Salg (DK)

Klaus Berdan

Leiter Steuerung Fahrgastrechte
DB Vertrieb GmbH (DB)

Bram Van Bockxlaer

Inspector Passengers Rights
Directorate General Transport by Land
Federal Public Services Mobility and Transport (BE)

Cesare Brand

Secretary General, CIT

Bernard Cieutat

Médiateur SNCF (FR)

Przemysław Grabowski

Coordinator
Department of Passengers Rights
Office of Rail Transportation (PL)

Lubomir Hradiský

Leiter Internationale Beziehungen
Personenverkehr
ZSSK (SK)

Lucio Lanucara

Deputy Director, EU and International
Affairs, Legal Department
Trenitalia S.p.A. (IT)
Member of CIT Executive Committee

Anne-Laure Le Merre

Freight Adviser & Passenger Adviser
CER

Isabelle Oberson

Senior Legal Adviser, CIT

Ralf Schweinsberg

Vizepräsident
Eisenbahn-Bundesamt (DE)

Monique de Smet

Regional Director, Europe
European Regional Office
IATA

Jan Svensson

Senior Advisor - International Sales and
Marketing
SJ AB (SE)
Chair of CIT's CIV Working Group
Vice-Chair of CIT's CIV Committee

General Information

Language

English

Location of the event

"The Hotel"
Boulevard de Waterloo 38
1000 Brussels
www.thehotel-brussels.be

Registration

must be made until 26 April 2012
[info\(at\)cit-rail.org](mailto:info(at)cit-rail.org)
Fax: +41 (0)31 350 01 99

Participation is **free of charge**

Getting to the event

See next page

Accommodation

You can book a room at The Hotel by using the "Hotel Reservation Form" attached to this flyer at the special rate of €159 for a single room until 9 April 2012.

After that date please refer to www.visitbrussels.be.

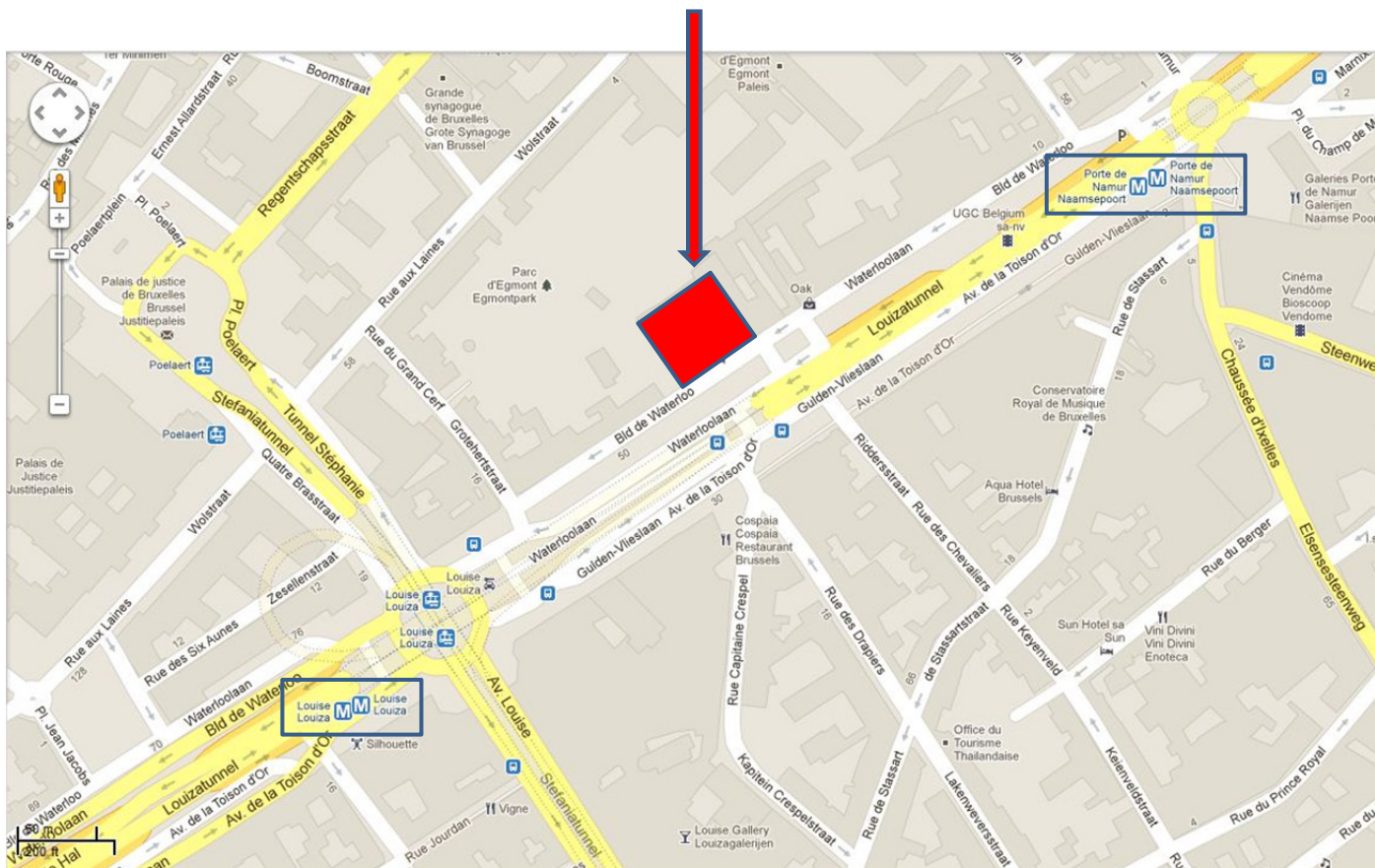
The General Secretariat of the CIT will be pleased to provide you with further information:

Tel. +41 (0)31 350 01 90
[info\(at\)cit-rail.org](mailto:info(at)cit-rail.org)

How to get there

The Hotel
Boulevard de Waterloo 38
1000 Brussels

www.thehotel-brussels.be



Getting to the event:

You can reach the location of the workshop by using lines 2 and 6 of the Brussels metro (www.stib.be) alighting at “Louise” or “Porte de Namur”.

The workshop will be held on the 1st floor of The Hotel.

International Rail Transport Committee (CIT)

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Community of European Railway and Infrastructure Companies (CER)

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Registration form

Organisation

Last and first name

Job title

Address

Phone

Fax

E-Mail

Date

Signature



HOTEL RESERVATION FORM

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**CER – CIT "Workshop on rail passengers'rights" Conference
10 may 2012**

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