



International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee

120
1902
2022



Passenger Claims Conference

Wednesday
28 September
2022

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held at the CIT in Bern (Switzerland) on Wednesday 28 September 2022.

Limited to CIT and UIC members

Invitation

In the year of the 120th anniversary of the International Rail Transport Committee (CIT) and the 100th anniversary of the International Union of Railways (UIC), it is our great pleasure to invite the staff of the claims, sales and legal departments of these organisations to the Passenger Claims Departments' Conference which will be held in person in Bern (Switzerland) on Wednesday 28 September 2022.

The main topics of the conference this year are the new Passenger Rights Regulation and the Agreement on Journey Continuation.

In the first session, participants will receive an overview of the results of the PRR revised (Regulation (EU) 2021/782), analyses of legal challenges arising from the revision of the regulation, a contribution on ticketing and claim's handling in the context of TAP-TSI revision, concluded by a presentation on the status of PRR implementation works in CIT's products.

Different speakers from the railway sector will then present practically on how they deal with the implementation of the new PRR in their respective companies. In this way, the participants can benefit from the best practice examples of other companies in the implementation of the new PRR.

The second session of the Conference will be dedicated to the CIT's Agreement on Journey Continuation (AJC), as this agreement is currently gaining importance at both, sector and EU-level. During the first presentation the audience is explained what the AJC is and what the main principles are. In the following presentation, an example from a specific railway undertaking is given to show how this agreement can be implemented.

The highlight of the conference is the workshop part which this time deals especially with the issue of who is entitled to deal with the claims, the continuation of a journey and the challenges that are arising from changes in passenger's itinerary.

The conference offers good opportunities for networking, giving participants the possibility to discuss unresolved issues or disputed cases.

Programme

09.00	Opening	Isabelle Saintilan
09.10	Welcome speech of UIC Passenger Director	Marc Guigon
09.30	What is new in PRR revised (overview)?	Isabelle Saintilan
09:50	Legal challenges of new PRR	Oliver Hirschfeld
10.10	New PRR – ticketing and claim handling in the context of TAP-TSI Revision	Frauke Quik
10.30	Status of new PRR implementation work in CIT's products	Jan Vávra
10.50	Break	
11.20	Implementation work of the new PRR from a practical point of view at DB	Volker Mertens
11.40	Implementation work of the new PRR from a practical point of view at CD	Jana Peléšková
12.00	Implementation work of the new PRR from a practical point of view at SNCF	Paul-Émile Boutin
12.30	Lunch	
13.40	What is AJC?	Nina Scherf
14.00	Implementation of AJC from a practical point of view at DB	Volker Mertens
14.20	Workshop <ul style="list-style-type: none"> ▪ Who should deal with claims (function of the issuing undertaking) ▪ Changes of passenger's itinerary as challenge ▪ Journey continuation of passengers 	Isabelle Saintilan Oliver Hirschfeld Volker Mertens Paul-Émile Boutin
15.30	Summary and closing remarks	Isabelle Saintilan
16.00	Closure of the event	

Speakers / Moderators

Paul-Émile Boutin

Legal Advisor
SNCF

Volker Mertens

Head of Customer Care
Management
DB Fernverkehr AG

Isabelle Saintilan

Legal Advisor
EUROSTAR

Marc Guigon

Director of Passenger
Department
UIC

Jana Peléšková

International tariff and
conditions of carriage expert
CD

Nina Scherf

Senior Legal Advisor
CIT

Oliver Hirschfeld

Legal Counsel and Mediator
Legal Department DB AG
DB

Frauke Quik

Business Consultant –
International Affairs
NS

Jan Vávra

Expert
CIT

General Information

Languages

The conference and workshop will be held in English.

Location of the event

International Rail Transport
Committee (CIT)
Weltpoststrasse 20
CH - 3015 Bern

Registration

Must be made until 9 September 2022

E-mail: [loic.gioria\(at\)cit-rail.org](mailto:loic.gioria@cit-rail.org)

Fax: +41 31 350 01 99

Access to the conference

The conference is a joint session of the CIT and UIC and attendance is limited to CIT and UIC members.
Participation is free of charge.

Getting to the event and accommodation

How to get to the CIT: [please click here](#)

Further information

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

Tel. +41 31 350 01 90

[info\(at\)cit-rail.org](mailto:info@cit-rail.org)

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Passenger Claims Conference Bern (Switzerland), 28 September 2022

Registration form

Organisation

Last and first name

Job title

Address

Mobile phone number

E-Mail

The information gathered on this form is recorded in a computer file by the CIT, for the purposes of contacting you, providing implementation of our service provisions (in particular, sending the CIT-Info and invitations to our meeting or conferences), processing your requests, and ensure payment of the registration fee (if there is one). By registering, you accept such a process of your data, but also to be photographed during the meeting or conference; those images might be used for the publications of the CIT. The data is retained as long as necessary for the execution of the tasks referred to above, and is intended for use by our administrative personnel, our employees, the accounts department, and as appropriate, for our subcontractors. The subcontractors in question are bound by an obligation of confidentiality, and can only use your data in accordance with our contractual provisions and with the applicable legislation. You can, at any time, exercise your right of access to the data concerning you, and have them corrected or deleted by contacting [Mr. Loic Gloria](mailto:Mr.Loic.Gloria). We refer furthermore to our [privacy policy](#).

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Registration closing date: **2022-09-09** – Email : loic.gloria@cit-rail.org