

Office of Rail Transport

<https://utk.gov.pl/en/passenger-rights/for-knowledge-seekers/6038,For-knowledge-seekers-Regulation-No-13712007EC.html>

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For knowledge seekers - Regulation No. 1371/2007/EC

In Poland, the Office of Rail Transport plays the role of a national enforcement body for passenger rights in railway transport (NEB-RAIL).

The system of protection of passenger rights in railway transport is based on Regulation No. 1371/2007/EC of the European Parliament and of the Council (English text available [here](#)), which sets out, among others things, the rights and duties of passengers and ticket vendors and carriers, both before and after the travel. The Regulation gives special attention to the rights of passengers with reduced mobility.

The scope of application of the Regulation depends on decisions of individual Member States the Regulation applies to. In the Polish conditions, the scope is defined as follows:

| Article of Reg. 1371/2007 | | Applicable to international trains between Poland and other EU countries (except regional trains) | to domestic trains and international ones between Poland and non-EU countries (except regional trains) | to regional trains |
|--|---|---|--|--------------------|
| TRANSPORT CONTRACT, INFORMATION AND TICKETS | | | | |
| 4 | Transport contract | yes | yes | yes |
| 5 | Bicycles | yes | yes | yes |
| 7 | Information on discontinuation of services | yes | yes | no |
| 8.1 | | yes | yes | yes |
| 8.2 | Travel information | yes | yes | no |
| 8.3 | | no | no | no |
| 9 | Availability of tickets, through tickets and reservations | yes | yes | yes |
| 10 | Travel information and reservation systems | no | no | no |
| LIABILITY OF RAILWAY UNDERTAKINGS FOR PASSENGERS AND THEIR LUGGAGE | | | | |
| 11 | Liability for passengers and luggage | yes | yes | yes |
| 12 | Insurance | yes | yes | yes |
| 13 | Advance payments | yes | yes | no |
| 14 | Contestation of liability | yes | yes | no |
| DELAYS, MISSED CONNECTIONS AND CANCELLATIONS | | | | |
| 15 | Liability for delays, missed connections and cancellations | yes | yes | no |
| 16 | Reimbursement and re-routing | yes | yes | yes |
| 17 | Compensation of the ticket price | yes | yes | no |
| 18 | Assistance | yes | yes | no |
| DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY | | | | |
| 19 | Right to transport | yes | yes | yes |

| | | | | |
|---|---|-----|-----|-----|
| 20.1 | Information to disabled persons and persons with reduced mobility | yes | yes | yes |
| 20.2 | | yes | yes | no |
| 21.1 | Accessibility | no | no | no |
| 21.2 | | yes | yes | yes |
| 22.1 | Assistance at railway stations | yes | yes | yes |
| 22.2 | | yes | yes | yes |
| 23 | Assistance on board | yes | yes | yes |
| 24 | Conditions on which assistance is provided | yes | yes | yes |
| 25 | Compensation in respect of mobility equipment or other specific equipment | yes | yes | no |
| SECURITY, COMPLAINTS AND QUALITY OF SERVICE | | | | |
| 26 | Personal security of passengers | yes | yes | yes |
| 27 | Complaints | yes | yes | yes |
| 28 | Service quality standards | yes | yes | yes |
| INFORMATION AND ENFORCEMENT | | | | |
| 29 | Information to passengers about their rights | yes | yes | yes |
| 30 | Enforcement | yes | yes | yes |
| Annex 1 | Extract from Uniform Rules concerning the contract for international carriage of passengers and luggage by rail (CIV) | yes | yes | yes |