

# 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