

SCHEDULE

Regulations 14, 15 and 17

European Regulation provisions to be enforced through licensing conditions and Statements of National Regulatory Provisions

Article 4 (transport contract)

Article 5 (bicycles)

Article 6 (exclusion of waiver and stipulation of limits)

Article 7 (obligation to provide information concerning discontinuation of services)

Article 8 (travel information)

Article 9 (availability of tickets, through tickets and reservations)

Article 10 (travel information and reservation systems), paragraphs (1), (2), (4) and (5)

Article 11 (liability for passengers and luggage)

Article 12 (insurance), paragraph (1)

Article 13 (advance payments)

Article 14 (contestation of liability)

Article 15 (liability for delays, missed connections and cancellations)

Article 16 (reimbursement and re-routing)

Article 17 (compensation of the ticket price)

Article 18 (assistance)

Article 19 (right to transport)

Article 20 (information to disabled persons and persons with reduced mobility)

Changes to legislation: *The Rail Passengers' Rights and Obligations Regulations 2010 is up to date with all changes known to be in force on or before 07 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Article 21 (accessibility)

Article 22 (assistance at railway stations)

Article 23 (assistance on board)

Article 24 (conditions on which assistance is provided)

Article 27 (complaints)

Article 28 (service quality standards)

Article 29 (information to passengers about their rights)

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Changes and effects yet to be applied to :

- schedule rev by [S.I. 2010/1524 reg 2](#)