

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)
- 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)