
STATUTORY INSTRUMENTS

2010 No. 1504

TRANSPORT

The Rail Passengers' Rights and Obligations Regulations 2010

Made - - - - - *26th May 2010*
Laid before Parliament *2nd June 2010*
Coming into force *25th June 2010*

**THE RAIL PASSENGERS' RIGHTS AND
OBLIGATIONS REGULATIONS 2010**

PART 1

Preliminary

1. Citation and commencement
2. Extent
3. Interpretation

PART 2

Relationship between the European Regulation and other passenger rights

CHAPTER 1

Relationship with the rights under the COTIF Convention

4. Relationship with the COTIF Convention and COTIF Regulations

CHAPTER 2

Civil remedies

5. Contribution between parties responsible for damage
6. Claims relating to advance payments
7. Fatal accidents: England and Wales
8. Fatal accidents: Scotland
9. Periodical payments

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 17 December 2023. 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](#)

CHAPTER 3

Rights of disabled persons and persons with reduced mobility

10. Amendment of section 19 of the Disability Discrimination Act 1995
11. Compensation claims by disabled persons and persons with reduced mobility
12. Amendment of section 27 of the Equality Act 2006

PART 3

Regulation of the railway

13. Enforcement body: the Office of Rail and Road
14. Duties of the ORR in respect of station licences
15. Duties of the ORR in respect of European licence conditions
16. Personal security of passengers
17. Channel Tunnel Rail Link station operators and independent ticket vendors
18. Bodies handling complaints
19. Restrictions on disclosure of information
Signature

SCHEDULE — 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),...
- 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...)
- 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)

Explanatory Note

Changes to legislation:

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Changes and effects yet to be applied to :

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