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From:	General Secretariat of the Council
To:	Delegations
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Subject:	Proposal for a Regulation of the European Parliament and of the Council on rail passengers' rights and obligations – Four column document

Delegations will find, attached, in view of the Working Party on Land Transport on 9 January 2020 an initial draft for the four-column document. It covers, in particular, a draft classification of divergences between the Council and the Parliament, according to the following scheme:

- "A" is an editorial issue;
- "B" is a technical issue that could be resolved in the technical meetings; and
- "C" is a major policy question.

Recitals will be included in the document as soon as the work on their alignment is concluded.

2017/0237 (COD) - RAIL PASSENGERS' RIGHTS AND OBLIGATIONS

Draft four-column document for preparing the classification of issues

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
1.	2017/0237 (COD) Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on rail passengers' rights and obligations (recast)			
2.	THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,			
3.	Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) thereof, Having regard to the proposal from the European Commission, After transmission of the draft legislative act to the national parliaments, Having regard to the opinion of the European Economic and Social Committee ¹ , Having regard to the opinion of the Committee of the Regions ² , Acting in accordance with the ordinary legislative procedure, Whereas: ----- ¹ OJ C [...], [...], p. [...]. ² OJ C [...], [...], p. [...].			

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
4.		Amendment 1 Recital 1		
5.	<p>(1) A number of amendments are to be made to Regulation (EC) No 1371/2007 of the European Parliament and of the Council⁴. In the interests of clarity, that Regulation should be recast.</p> <p>-----</p> <p>⁴ Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations (OJ L 315, 3.12.2007, p. 14).</p>	<p>(1) A number of amendments are to be made to Regulation (EC) No 1371/2007 of the European Parliament and of the Council⁴ <i>in order to provide improved protection for passengers and encourage increased rail travel, with due regard to Articles 11, 12 and 14 of the Treaty on the Functioning of the European Union in particular. In view of these amendments and</i> in the interests of clarity, <i>Regulation 1371/2007</i> should <i>therefore</i> be recast.</p> <p>-----</p> <p>⁴ Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations (OJ L 315, 3.12.2007, p. 14).</p>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
6.	(2) In the framework of the common transport policy, it is important to safeguard users' rights for rail passengers and to improve the quality and effectiveness of rail passenger services in order to help increase the share of rail transport in relation to other modes of transport.			
7.		Amendment 2 Recital 3		
8.	(3) Despite considerable progress made in protecting consumers in the Union, further improvements in protecting the rights of rail passengers are still to be made.	(3) Despite considerable progress made in protecting consumers in the Union, further improvements <i>are still to be made</i> in protecting the rights of rail passengers <i>and in ensuring they are compensated for delays, cancellations and any material damage.</i>		
9.	(4) Since the rail passenger is the weaker party to the transport contract, passengers' rights in this respect should be safeguarded.			

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
10.		Amendment 3 Recital 5		
11.	(5) Granting the same rights to rail passengers taking international and domestic journeys should raise the level of consumer protection in the Union, ensure a level playing-field for railway undertakings and guarantee a uniform level of rights for passengers.	(5) Granting the same rights to rail passengers taking international and domestic journeys should raise the level of <i>passenger rights</i> in the Union, <i>in particular as regards their access to information and compensation in case of delay or cancellation</i> . Passengers <i>should receive as precise information as possible on their rights</i> .		
12.		Amendment 4 Recital 5 a (new)		
13.		<i>(5a) This Regulation should not adversely affect the ability of the Member States or competent authorities to establish social tariffs for services regulated under a public service obligation, and for commercial services.</i>		
14.		Amendment 136 Recital 6		
15.	(6) Urban, suburban and regional rail passenger	(6) Urban rail passenger services are different in		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	services are different in character from long-distance services. Member States should therefore be allowed to exempt urban, suburban and regional rail passenger services which are not cross border services within the Union from certain provisions on passengers' rights.	character from long-distance services. Member States should therefore be allowed to exempt urban rail passenger services from certain provisions on passengers' rights.		
16.	(7) It is an aim of this Regulation to improve rail passenger services within the Union . Therefore, Member States should be able to grant exemptions for services in regions where a significant part of the service is operated outside the Union, provided that an adequate level of passenger rights is ensured on the part of such services provided on those Member States' territory, in accordance with their national law.			

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
17.		Amendment 6 Recital 8		
18.	(8) However, the exemptions should not apply to the provisions of this Regulation that facilitate the use of rail services by persons with disabilities or persons with reduced mobility. Furthermore, exemptions should not apply to the rights of those wishing to purchase tickets for travel by rail to do so without undue difficulty, to the provisions on railway undertakings' liability in respect of passengers and their luggage, to the requirement that railway undertakings be adequately insured, and to the requirement that they take adequate measures to ensure passengers' personal security in railway stations and on trains and to manage risk.	<i>deleted</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
19.		Amendment 7 Recital 9		
20.	(9) Users' rights to rail services include the receipt of information regarding the service both before and during the journey. Whenever possible, railway undertakings and ticket vendors should provide this information in advance and as soon as possible. That information should be provided in accessible formats for persons with disabilities or persons with reduced mobility.	(9) Users' rights to rail services include the receipt of information regarding <i>those services and related matters</i> both before and during <i>and after</i> the journey. Railway undertakings and ticket vendors should provide this information, as soon as possible, <i>in advance, or at least at the start of the journey</i> . That information should be provided in accessible formats for persons with disabilities or persons with reduced mobility <i>and should be available publicly. Railway undertakings should provide this information to ticket vendors and other railway undertakings selling their services.</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
21.		Amendment 8 Recital 9 a (new)		
22.		<i>(9a) Access to all real-time operational data and tariffs on non-discriminatory and viable terms makes rail travel more accessible to new customers and provides them with a wider range of journey possibilities and tariffs to choose from. Railway undertakings should provide ticket vendors with their operational and tariff data in order to facilitate rail travel. Efforts should be made to allow passengers to book through-tickets and optimal single rail journeys.</i>		
23.		Amendment 9 Recital 9 b (new)		
24.		<i>(9b) Intensive multimodal passenger transport will help to achieve climate goals. Railway undertakings should also therefore advertise</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<i>combinations with other modes of transport so that rail users are aware of them before making their travel reservations.</i>		
25.		Amendment 10 Recital 9 c (new)		
26.		<i>(9c) Well-developed multimodal passenger transport systems will help to achieve climate goals. Railway undertakings should therefore also advertise combinations with other modes of transport so that rail users are aware of them before making their travel reservations.</i>		
27.	(10) More detailed requirements regarding the provision of travel information are set out in the technical specifications for interoperability (TSIs) referred to in Commission Regulation (EU) No 454/2011 ⁶ . ----- ⁶ Commission Regulation (EU) No 454/2011 of 5 May			

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system (OJ L 123, 12.5.2011, p.11).			
28.	(11) Strengthening of the rights of rail passengers should build on the existing international law contained in Appendix A — Uniform rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV) to the Convention concerning International Carriage by Rail (COTIF) of 9 May 1980, as modified by the Protocol for the modification of the Convention concerning International Carriage by Rail of 3 June 1999 (1999 Protocol). However, it is desirable to extend the scope of this Regulation and protect not only			

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	international passengers but domestic passengers too. On 23 February 2013, the Union acceded to the COTIF.			
29.		Amendment 11 Recital 12		
30.	(12) In the context of the sale of tickets for the transport of passengers, Member States should take all necessary measures to prohibit discrimination on the basis of nationality or residence, regardless whether the passenger concerned is present, permanently or on a temporary basis, in another Member State. Those measures should cover all covert forms of discrimination which, by the application of other criteria, such as residence, physical or digital location, may have the same effect. In light of the development of online platforms selling passenger transport tickets, Member States should pay	(12) In the context of the sale of tickets for the transport of passengers, Member States should take all necessary measures to prohibit discrimination on the basis of nationality or residence, regardless whether the passenger concerned is present, permanently or on a temporary basis, in another Member State. Those measures should cover all covert forms of discrimination which, by the application of other criteria, such as residence, physical or digital location, may have the same effect. In light of the development of online platforms selling passenger transport tickets, Member States should pay		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	special attention to ensuring that no discrimination occurs during the process of accessing online interfaces or purchasing tickets. However, transport schemes involving social tariffs should not be automatically precluded, provided that they are proportionate and independent of the nationality of the persons concerned.	special attention to ensuring that no discrimination occurs during the process of accessing online interfaces or purchasing tickets. However, transport schemes involving social tariffs should not be precluded, provided that they are independent of the nationality of the persons concerned.		
31.		Amendment 12 Recital 13		
32.	(13) The increasing popularity of cycling across the Union has implications for overall mobility and tourism. An increase in the use of both railways and cycling in the modal split reduces the environmental impact of transport. Therefore, railway undertakings should facilitate the combination of cycling and train journeys as much as possible, in particular by allowing the carriage of bicycles on	(13) The increasing popularity of cycling across the Union has implications for overall mobility and tourism. An increase in the use of both railways and cycling in the modal split reduces the environmental impact of transport. Therefore, railway undertakings should facilitate the combination of cycling and train journeys as much as possible, in particular <i>they should provide sufficient bicycle</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
	board trains.	<i>stands for the carriage of assembled bicycles in areas intended for that purpose on board all types of passenger trains, including high speed, long distance, cross-border and local services. Passengers should be informed of the space available for bicycles. These requirements should apply to all railway undertakings from ... [two years after the date of entry into force of this Regulation].</i>		
33.		Amendment 13 Recital 14		
34.	(14) Railway undertakings should facilitate the transfer of rail passengers from one operator to another by the provision of through tickets, whenever possible.	(14) Railway undertakings should facilitate the transfer of rail passengers from one operator to another by the provision of through-tickets.		
35.		Amendment 14 Recital 15		
36.	(15) In the light of the United Nations Convention on the Rights of Persons with	(15) In the light of the United Nations Convention on the Rights of Persons with		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
	<p>Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for rail travel comparable to those of other citizens, rules for non-discrimination and assistance during their journey should be established. Persons with disabilities and persons with reduced mobility, whether caused by disability, age or any other factor, have the same right as all other citizens to free movement and to non-discrimination. Inter alia, special attention should be given to the provision of information to persons with disabilities and persons with reduced mobility concerning the accessibility of rail services, access conditions of rolling stock and the facilities on board. In order to provide passengers with sensory impairment with the best</p>	<p>Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for rail travel comparable to those of other citizens, rules for non-discrimination and assistance during their journey should be established. Persons with disabilities and persons with reduced mobility, whether caused by disability, age or any other factor, have the same right as all other citizens to free movement and to non-discrimination. Inter alia, special attention should be given to the provision of <i>accessible</i> information to persons with disabilities and persons with reduced mobility concerning the accessibility of rail services, access conditions of rolling stock and the facilities on board. In order to provide passengers with sensory</p>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	information on delays, visual and audible systems should be used, as appropriate. Persons with disabilities and persons with reduced mobility should be enabled to buy tickets on board a train without extra charges. Staff should be adequately trained to respond to the needs of persons with disabilities and persons with reduced mobility, notably when providing assistance. To ensure equal travel conditions, such persons should be provided with assistance at stations and on board at all times when trains operate and not only at certain times of the day.	impairment with the best information on delays, visual and audible systems should be used <i>which are</i> appropriate <i>and comprehensible to those passengers</i> . Staff should be adequately trained to respond to the needs of persons with disabilities and persons with reduced mobility, notably when providing assistance. To ensure equal travel conditions, such persons should be provided, <i>free of charge</i> , with assistance <i>to board and disembark</i> .		
37.		Amendment 15 Recital 15 a (new)		
38.		<i>(15a) If no accessible ticket vending facilities are available at the station, persons with disabilities and persons with reduced mobility should be able to</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<i>purchase tickets on board the train.</i>		
39.		Amendment 16 Recital 16		
40.	(16) Railway undertakings and station managers should take into account the needs of persons with disabilities and persons with reduced mobility, through compliance with the TSI for persons with reduced mobility. In addition, in accordance with Union public procurement rules, in particular Directive 2014/24/EU of the European Parliament and of the Council ⁸ , all buildings and rolling stock should be made accessible through the progressive elimination of physical obstacles and functional hindrances when acquiring new material or carrying out construction or major renovation work.	(16) Railway undertakings and station managers should take into account the needs of persons with disabilities and persons with reduced mobility, through compliance with <i>Commission Regulation 1300/2014 (TSI)</i> ^{7a} and <i>Directive XXX when complementing TSI</i> . In addition, in accordance with Union public procurement rules, in particular Directive 2014/24/EU of the European Parliament and of the Council ⁸ , all buildings and rolling stock should be made accessible through the progressive elimination of physical obstacles and functional hindrances when acquiring new material or carrying out construction or major renovation work.		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
	COTIF and in particular CIV Uniform Rules thereto relating to passengers' rights. In the event of a delay of a passenger service, railway undertakings should provide passengers with compensation based on a percentage of the ticket price.	COTIF and in particular CIV Uniform Rules thereto relating to passengers' rights. <i>Purchased tickets should be fully refundable.</i> In the event of a delay of a passenger service, railway undertakings should provide passengers with compensation based on a percentage <i>up to 100%</i> of the ticket price.		
43.		Amendment 18 Recital 18		
44.	(18) Railway undertakings should be obliged to be insured, or to make equivalent arrangements, for their liability to rail passengers in the event of accident. Where Member States set a maximum amount for compensatory damages in the event of death or personal injury to passengers, that amount should be at least equivalent to the amount set out in the CIV Uniform Rules.	(18) Railway undertakings should be obliged to be insured, or to make equivalent arrangements, for their liability to rail passengers in the event of accident. Where Member States set a maximum amount for compensatory damages in the event of death or personal injury to passengers, that amount should be at least equivalent to the amount set out in the CIV Uniform Rules. <i>Member States should have</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
		<i>the possibility to increase the amount for compensatory damages in the event of death or personal injury to passengers at any time.</i>		
45.	(19) Strengthened rights of compensation and assistance in the event of delay, missed connection or cancellation of a service should lead to greater incentives for the rail passenger market, to the benefit of passengers.			
46.		Amendment 19 Recital 20		
47.	(20) In the event of delay, passengers should be provided with continued or re-routed transport options under comparable transport conditions. The needs of persons with disabilities and persons with reduced mobility should be taken into account in such an event.	(20) In the event of delay, passengers should be provided with continued or re-routed transport options under comparable transport conditions. The needs of appropriate information for persons with disabilities and persons with reduced mobility should in particular be taken into account in such an event.		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
48.		Amendment 137 Recital 20 a (new)		
49.		<i>(20a) The interpretation of journey or combined journey should include all situations with realistic or applicable minimum connection times when originally booked, taking into account any relevant factors such as the size and location of the respective stations and platforms concerned.</i>		
50.		Amendment 20 Recital 21		
51.	(21) However, a railway undertaking should not be obliged to pay compensation if it can prove that the delay was caused by severe weather conditions or major natural disasters endangering the safe operation of the service. Any such event should have the character of an exceptional natural catastrophe, as distinct from normal seasonal weather	<i>deleted</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	conditions, such as autumnal storms or regularly occurring urban flooding caused by tides or snowmelt. Railway undertakings should prove that they could neither foresee nor prevent the delay even if all reasonable measures had been taken.			
52.		Amendment 21 Recital 22		
53.	(22) In cooperation with infrastructure managers and railway undertakings, station managers should prepare contingency plans to minimise the impact of major disruptions by providing stranded passengers with adequate information and care.	(22) In cooperation with infrastructure managers and railway undertakings, station managers should prepare and make publicly available contingency plans to minimise the impact of major disruptions by providing stranded passengers with adequate information and care.		
54.		Amendment 22 Recital 23		
55.	(23) This Regulation should not restrict the rights of railway undertakings to seek compensation from any person, including third	(23) This Regulation should not restrict the rights of railway undertakings, ticket vendors, railway station or infrastructure managers to		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	parties, in accordance with applicable national law.	seek compensation, <i>where applicable</i> , from any person, including third parties, <i>for meeting their obligations to passengers under this Regulation</i> .		
56.	(24) Where a Member State grants railway undertakings an exemption from the provisions of this Regulation, it should encourage railway undertakings, in consultation with organisations representing passengers, to put in place arrangements for compensation and assistance in the event of major disruption to a rail passenger service.			
57.	(25) It is also desirable to relieve accident victims and their dependants of short-term financial concerns in the period immediately after an accident.			
58.	(26) It is in the interests of rail passengers that adequate measures be taken, in			

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	agreement with public authorities, to ensure their personal security at stations as well as on board trains.			
59.		Amendment 23 Recital 27		
60.	(27) Rail passengers should be able to submit a complaint to any railway undertaking involved regarding the rights and obligations conferred by this Regulation, and be entitled to receive a response within a reasonable period of time.	(27) Rail passengers should be able to submit a complaint to any railway undertaking, <i>ticket vendor, railway station or infrastructure manager</i> involved regarding the rights and obligations conferred by this Regulation, and be entitled to receive a response within a reasonable period of time.		
61.		Amendment 24 Recital 28		
62.	(28) Railway undertakings and station managers should define, make publicly available, manage and monitor service quality standards for rail passenger services.	(28) Railway undertakings and station managers should define, make publicly available, manage and monitor service quality standards for rail passenger services <i>including those for persons with disabilities and persons with reduced</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<i>mobility.</i>		
63.		Amendment 25 Recital 29		
64.	(29) To maintain a high level of consumer protection in rail transport, Member States should be required to designate national enforcement bodies to monitor closely and enforce this Regulation at national level. Those bodies should be able to take a variety of enforcement measures. Passengers should be able to complain to those bodies about alleged infringements of the Regulation. To ensure the satisfactory handling of such complaints, the bodies should also cooperate with each other.	(29) To maintain a high level of consumer protection in rail transport, Member States should be required to designate national enforcement bodies to monitor closely and enforce this Regulation at national level. Those bodies should be able to take a variety of enforcement measures <i>and to provide the option for passengers of binding alternative dispute resolution in accordance with Directive 2013/11/EU^{1a}</i> . Passengers should be able to complain to those bodies about alleged infringements of the Regulation, <i>and to use online dispute resolution established under Regulation 524/2013/EU^{1b} where agreed. It should also be provided that complaints may be made by</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<p><i>organisations representing groups of passengers. To ensure the satisfactory handling of such complaints, the bodies should also cooperate with each other and this Regulation should continue to be listed in the Annex to the Regulation 2017/2394/EU of the European Parliament and of the Council^{1c}. Each year national enforcement bodies should publish reports with statistics on their websites detailing the number and type of complaints that they have received, and detailing the outcome of their enforcement actions. In addition, those reports should be made available on the website of the European Union Agency for Railways.</i></p> <p>-----</p> <p><i>1a Directive 2013/11/EU of</i></p>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
		<p><i>the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 14).</i></p> <p><i>1b Regulation 524/2013/EU of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 1).</i></p> <p><i>1c Regulation 2017/2394/EU of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation</i></p>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<i>(EC) No 2006/2004 (OJ L 345, 27.12.2017, p. 1).</i>		
65.	<p>(30) Processing of personal data should be carried out in accordance with Union law on the protection of personal data, in particular with Regulation (EU) 2016/679 of the European Parliament and of the Council⁹.</p> <p>-----</p> <p>⁹ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1).</p>			
66.		Amendment 26 Recital 31		
67.	(31) Member States should lay down penalties applicable to infringements of this Regulation and ensure that	(31) Member States should lay down penalties applicable to infringements of this Regulation and ensure that		

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
	these penalties are applied. The penalties, which might include the payment of compensation to the person in question, should be effective, proportionate and dissuasive.	these penalties are applied. The penalties, which might include the payment of compensation to the person in question, should be effective, proportionate and dissuasive <i>and should include, but not be limited to, a minimum fine or a percentage of the relevant undertaking's or organisation's annual turnover, whichever is the higher.</i>		
68.	(32) Since the objectives of this Regulation, namely the development of the Union's railways and the introduction of passenger rights, cannot be sufficiently achieved by the Member States, and can therefore be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty. In accordance with the principle of			

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	proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.			
69.	(33) In order to ensure a high level of passenger protection, the power to adopt acts in accordance with Article 290 of the Treaty on the Functioning of the European Union should be delegated on the Commission to amend the Annexes I, II, and III in respect of the CIV Uniform Rules, the minimum information to be provided by railway undertakings and ticket vendors, on minimum service quality standards, and to adjust, in the light of inflation, the financial amounts referred to in the Regulation. It is of particular importance that the Commission carry out appropriate consultations during its preparatory work, including at expert level,			

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	<p>and that those consultations be conducted in accordance with the principles laid down in the Interinstitutional Agreement of 13 April 2016 on Better Law-Making¹¹. In particular, to ensure equal participation in the preparation of delegated acts, the European Parliament and the Council receive all documents at the same time as Member States' experts, and their experts systematically have access to meetings of Commission expert groups dealing with the preparation of delegated acts.</p> <p>----- ¹¹ OJ L 123, 12.5.2016, p. 1</p>			
70.		Amendment 27 Recital 33 a (new)		
71.		<i>(33a) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission to</i>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
		<p><i>adopt a standardized Union complaint form that passengers may use to apply for compensation in accordance with this Regulation. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council^{1a}.</i></p> <p>-----</p> <p><i>1a Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by the Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13).</i></p>		
72.	(34) This Regulation respects fundamental rights and observes the principles recognised in the Charter of			

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	Fundamental Rights of the European Union, in particular Articles 21, 26, 38 and 47 concerning, respectively, the prohibition of any form of discrimination, the integration of persons with disabilities, a high level of consumer protection, and the right to an effective remedy and to a fair trial. The Member States' courts must apply this Regulation in a manner consistent with these rights and principles,			

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
73.	HAVE ADOPTED THIS REGULATION:			
74.	Chapter I General provisions		Chapter I General provisions	
75.		Amendment 28 Article 1 – title		
76.	Article 1 Subject matter	Subject matter <i>and objectives</i>	Article 1 Subject matter	B
77.		Amendment 29 Article 1 – paragraph 1 – introductory part		
78.	This Regulation establishes rules applicable to rail transport as regards the following:	This Regulation establishes rules applicable to rail transport <i>to provide for effective protection of passengers and encourage rail travel</i> as regards the following:	This Regulation establishes rules applicable to rail transport as regards the following:	B
79.		Amendment 30 Article 1 – paragraph 1 – point a		
80.	(a) non-discrimination between passengers with regard to transport conditions;	(a) non-discrimination between passengers with regard to transport <i>and ticketing</i> conditions;	(a) non-discrimination between passengers with regard to transport conditions;	B
81.	(b) the liability of railway undertakings and their insurance obligations for passengers and their luggage;		(b) the liability of railway undertakings and their insurance obligations for passengers and their luggage;	[same provision]

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
82.	(c) passengers' rights in the event of an accident arising from the use of railway services and resulting in death, personal injury or loss of, or damage to, their luggage;		(c) passengers' rights in the event of an accident arising from the use of railway services and resulting in death, personal injury or loss of, or damage to, their luggage;	[same provision]
83.		Amendment 31 Article 1 – paragraph 1 – point d		
84.	(d) passengers' rights in the event of cancellation or delay;	(d) passengers' rights <i>and compensation</i> in the event of <i>disruption, such as</i> cancellation or delay;	(d) passengers' rights in the event of cancellation or delay;	B
85.		Amendment 32 Article 1 – paragraph 1 – point e		
86.	(e) minimum information to be provided to passengers;	(e) minimum, <i>accurate and timely</i> information to be provided <i>in accessible format</i> to passengers, <i>including the conclusion of transport contracts and the issuing of tickets</i> ;	(e) minimum information to be provided to passengers;	B
87.		Amendment 33 Article 1 – paragraph 1 – point f		
88.	(f) non-discrimination against, and mandatory assistance for, persons with disabilities and persons with reduced	(f) non-discrimination against, and mandatory assistance <i>by trained staff</i> for persons with disabilities and persons	(f) non-discrimination against, and mandatory assistance for, persons with disabilities and persons	B

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	mobility;	with reduced mobility;	with reduced mobility;	
89.	(g) the definition and monitoring of service quality standards and the management of risks to the personal security of passengers;		(g) the definition and monitoring of service quality standards and the management of risks to the personal security of passengers;	[same provision]
90.		Amendment 34 Article 1 – paragraph 1 – point h		
91.	(h) the handling of complaints;	(h) <i>proper procedures for filing and</i> handling of complaints;	(h) the handling of complaints;	B
92.	(i) general rules on enforcement.		(i) general rules on enforcement.	[same provision]
93.	<i>Article 2</i> Scope		<i>Article 2</i> Scope	
94.	1. This Regulation shall apply to domestic and international rail journeys and services throughout the Union provided by one or more railway undertakings licensed in accordance with Directive 2012/34/EU of the European Parliament and of the Council ¹³ . ----- ¹³ OJ L 343, 14.12.2012, p.		1. This Regulation shall apply to domestic and international rail journeys and services throughout the Union provided by one or more railway undertakings licensed in accordance with Directive 2012/34/EU of the European Parliament and of the Council ¹³ . ----- ¹³ OJ L 343, 14.12.2012, p.	[same provision]

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	32.		32.	
95.			1a. Member States may exempt from the scope of this Regulation, with the exception of Articles 11 and 12, services which are operated strictly for their historical interest or their tourist value.	<i>B (see line 110)</i>
96.			1b. Exemptions granted in accordance with paragraphs 4 and 6 of Article 2 of Regulation 1371/2007 before [OJ: add the date of entry into force] shall remain valid until the date they expire. Exemptions granted in accordance with paragraph 5 of Article 2 before [OJ: add the date of entry into force] shall remain valid until [OJ: add the date of application].	<i>C (see line 104)</i>

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97.			1c. Where a Member State has granted an exemption to its domestic rail passenger services pursuant to paragraph 4 of Article 2 of Regulation 1371/2007, it may renew that exemption up to two times for a maximum period of five years on both occasions.	C
98.	2. Subject to paragraph 4, Member States may exempt the following services from the application of this Regulation:		2. Subject to paragraph 4, Member States may exempt the following services from the application of this Regulation:	[same provision]
99.		Amendment 138 Article 2 – paragraph 2 – point a		
100.	(a) urban, suburban and regional rail passenger services as referred to in Directive 2012/34/EU, except cross-border services within the Union;	(a) urban rail passenger services as referred to in Directive 2012/34/EU, except cross-border services within the Union;	(a) urban, suburban and regional rail passenger services as referred to in Directive 2012/34/EU, except, including such cross-border services within the Union;	C

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101.		Amendment 36 Article 2 – paragraph 2 – point b		
102.	(b) international rail passenger services of which a significant part, including at least one scheduled station stop, is operated outside the Union, provided that passengers' rights are adequately ensured under relevant national law on the territory of the Member State granting the exemption.	(b) international rail passenger services of which a significant part, including at least one scheduled station stop, is operated outside the Union;	(b) international rail passenger services of which a significant part, including at least one scheduled station stop, is operated outside the Union, provided that passengers' rights are adequately ensured under relevant national law on the territory of the Member State granting the exemption.	<i>A [same provision]</i>
103.		Amendment 37 Article 2 – paragraph 2 – point b a (new)		
104.		<i>(b a) domestic rail passenger services where such exemption was granted by Member States under Regulation (EC) No 1371/2007 for a maximum of 12 months after ... [date of entry into force of this Regulation].</i>		<i>C (see line 96)</i>

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105.		Amendment 38 Article 2 – paragraph 3		
106.	3. Member States shall inform the Commission of exemptions granted pursuant to points (a) and (b) of paragraph 2, and on the adequacy of their national law on their territory for the purposes of point (b) of paragraph 2.	3. Member States shall inform the Commission of exemptions granted pursuant to points (a), (b) and (ba) of paragraph 2.	3. Member States shall inform the Commission of exemptions granted pursuant to paragraphs 1a, 1c and points (a) and (b) of paragraph 2, and on the adequacy of their national law on their territory for the purposes of point (b) of paragraph 2.	B (<i>consequential on the final agreement on exemptions</i>)
107.		Amendment 39 Article 2 – paragraph 4		
108.	4. Articles 5, 10, 11 and 25 and Chapter V shall apply to all rail passenger services referred to in paragraph 1, including services exempted in accordance with points (a) and (b) of paragraph 2.	4. Articles 5, 6 , 11, 12, 17 and Chapter V shall apply to all rail passenger services referred to in paragraph 1, including services exempted in accordance with point (a) of paragraph 2.	4. Articles 5, 10, 11 and 25 and Chapter V shall apply to all rail passenger services referred to in paragraph 1, including For services exempted in accordance with paragraph 1c point (a) and (b) of paragraph 2, Articles 5, 10, 11 and 12 and Chapter V and Articles 27 and 28 shall apply. For services exempted in accordance with point (a) of paragraph 2, Articles 5, 10(2), 10(4), 10(5), 11, 12,	C

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			20(1), 21, 27 and 28 shall apply.	
109.		Amendment 40 Article 2 – paragraph 4 a (new)		
110.		<i>4a. This Regulation shall not apply to services which are operated strictly for their historical interest.</i>		<i>B (see line 95)</i>
111.			Article 3 Definitions	
112.	For the purposes of this Regulation the following definitions shall apply:		For the purposes of this Regulation the following definitions shall apply:	[same provision]
113.	(1) ‘railway undertaking’ means a railway undertaking as defined in Article 3(1) of Directive 2012/34/EU;		(1) ‘railway undertaking’ means a railway undertaking as defined in Article 3(1) of Directive 2012/34/EU;	[same provision]
114.		Amendment 41 Article 3 – paragraph 1 – point 1 a (new)		
115.		<i>(1a) ‘carrier’ means the contractual railway undertaking with whom the passenger has concluded the transport contract or a series of successive railway undertakings which are liable on the basis of this</i>		<i>B (see line 445)</i>

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		<i>contract;</i>		
116.		Amendment 42 Article 3 – paragraph 1 – point 1 b (new)		
117.		<i>(1b) ‘substitute carrier’ means a railway undertaking, which has not concluded a transport contract with the passenger, but to which the railway undertaking party to the contract has entrusted, in whole or in part, the performance of the transport by rail;</i>		B (see line 445)
118.	(2) ‘infrastructure manager’ means an infrastructure manager as defined in Article 3 of Directive 2012/34/EU;		(2) ‘infrastructure manager’ means an infrastructure manager as defined in Article 3, point (2) of Directive 2012/34/EU;	A
119.	(3) ‘station manager’ means an organisational entity in a Member State, which has been made responsible for the management of a railway station and which may be the infrastructure manager;		(3) ‘station manager’ means an organisational entity in a Member State, which has been made responsible for the management of a one or more railway stations and which may be the infrastructure manager;	B

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120.		Amendment 43 Article 3 – paragraph 1 – point 4		
121.	<p>(4) ‘tour operator’ means an organiser or retailer, other than a railway undertaking, within the meaning of Article 3 points (8) and (9) of Directive (EU) 2015/2302 of the European Parliament and of the Council¹⁸;</p> <p>-----</p> <p>¹⁸ Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1).</p>	<p>(4) ‘tour operator’ means an organiser, other than a railway undertaking, within the meaning of <i>point (8)</i> of Article 3 of Directive (EU) 2015/2302 of the European Parliament and of the Council¹⁸;</p> <p>-----</p> <p>¹⁸ Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1).</p>	<p>(4) ‘tour operator’ means an organiser or retailer, other than a railway undertaking, within the meaning of Article 3 points (8) and (9) of Article 3 of Directive (EU) 2015/2302 of the European Parliament and of the Council¹⁸;</p> <p>-----</p> <p>¹⁸ Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1).</p>	B

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122.		Amendment 44 Article 3 – paragraph 1 – point 5		
123.	(5) ‘ticket vendor’ means any retailer of rail transport services concluding transport contracts and selling tickets on behalf of a railway undertaking or for its own account;	(5) ‘ticket vendor’ means any retailer of rail transport services concluding transport contracts and selling tickets, <i>separate tickets or through-tickets</i> on behalf of <i>one or more</i> railway <i>undertakings</i> or for its own account;	(5) ‘ticket vendor’ means any retailer of rail transport services, concluding transport contracts and selling tickets on the basis of a contract or other arrangement between the retailer and the behalf of a railway undertaking or for its own account;	C
124.		Amendment 45 Article 3 – paragraph 1 – point 5 a (new)		
125.		<i>(5a) 'distributor' means a retailer of rail transport services selling tickets on behalf of a railway undertaking, and which does not have any obligation under the contract concluded between the passenger and the railway undertaking.</i>		B or C
126.		Amendment 46 Article 3 – paragraph 1 – point 6		
127.	(6) ‘transport contract’ means a contract of carriage for reward or free of charge	(6) ‘transport contract’ means a contract of carriage for reward or free of charge	(6) ‘transport contract’ means a contract of rail carriage for reward or free of charge	A

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	between a railway undertaking or a ticket vendor and the passenger for the provision of one or more transport services;	between a railway undertaking and the passenger for the provision of one or more transport services;	between a railway undertaking or a ticket vendor and the passenger for the provision of one or more transport services;	
128.		Amendment 47 Article 3 – paragraph 1 – point 6 a (new)		
129.		<i>(6a) ‘ticket’ means a valid evidence that entitles the passenger to rail transport, regardless of its form, paper, e-Ticket, Smartcard, travel card;</i>		B
130.		Amendment 48 Article 3 – paragraph 1 – point 6 b (new)		
131.		<i>(6b) ‘combined journey’ means a ticket or tickets representing more than one transport contract for successive railway services operated by one or more railway undertakings;</i>		C
132.	(7) ‘reservation’ means an authorisation, on paper or in electronic form, giving entitlement to transportation subject to previously		(7) ‘reservation’ means an authorisation, on paper or in electronic form, giving entitlement to transportation subject to previously	[same provision]

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	confirmed personalised transport arrangements;		confirmed personalised transport arrangements;	
133.		Amendment 49 Article 3 – paragraph 1 – point 8		
134.	(8) ‘through-ticket’ means a ticket or tickets representing a single transport contract for successive railway services operated by one or more railway undertakings;	(8) ‘through-ticket’ means a ticket or <i>separate</i> tickets representing a single <i>or several</i> transport <i>contracts</i> for successive railway services operated by one or more railway undertakings, <i>purchased from the same ticket vendor, tour operator or railway undertaking for an end-to-end journey</i> ;	(8) ‘through-ticket’ means a ticket or tickets representing a single transport contract for successive railway services operated by one or more railway undertakings as defined in Article 3(35) of Directive 2012/34/EU ;	C
135.	(9) ‘service’ means a passenger rail transport service that operates between rail stations or stops according to a timetable;		(9) ‘service’ means a passenger rail transport service that operates between rail stations or stops according to a timetable. It covers also transport services offered for re-routing ;	B
136.		Amendment 50 Article 3 – paragraph 1 – point 10		
137.	(10) ‘journey’ means the carriage of a passenger between a station of departure and a station of arrival under a single	(10) ‘journey’ means the carriage of a passenger between a station of departure and a station of	(10) ‘journey’ means the carriage of a passenger between a station of departure and a station of arrival under a single transport contract ;	A [<i>same provision</i>]

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	transport contract;	arrival;		
138.	(11) 'domestic rail passenger service' means a rail passenger service which does not cross a border of a Member State;		(11) 'domestic rail passenger service' means a rail passenger service which does not cross a border of a Member State;	[same provision]
139.			(11a) 'urban and suburban rail passenger service' means a rail passenger service as defined in Article 3(6) of Directive 2012/34/EU;	C
140.			(11b) 'regional rail passenger service' means a rail passenger service as defined in Article 3(7) of Directive 2012/34/EU;	C
141.	(12) 'international rail passenger service' means international rail passenger service as defined in Article 3(5) of Directive 2012/34/EU;		(12) 'international rail passenger service' means international rail passenger service as defined in Article 3(5) of Directive 2012/34/EU;	[same provision]
142.	(13) 'delay' means the time difference between the time the passenger was scheduled to arrive in accordance with the published timetable and the time of his or her actual or expected arrival at the final station of destination;		(13) 'delay' means the time difference between the time the passenger was scheduled to arrive in accordance with the published timetable and the time of his or her actual or expected arrival at the final	A

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			station of final destination;	
143.		Amendment 51 Article 3 – paragraph 1 – point 13 a (new)		
144.		<i>(13a) 'arrival' means the moment when, at the destination platform, the doors of the train are open and disembarkation is allowed;</i>		B
145.	(14) 'travel pass' or 'season ticket' means a ticket for an unlimited number of journeys which provides the authorised holder with rail travel on a particular route or network during a specified period;		(14) 'travel pass' or 'season ticket' means a ticket for an unlimited number of journeys which provides the authorised holder with rail travel on a particular route or network during a specified period;	[same provision]
146.		Amendment 139 Article 3 – paragraph 1 – point 15		
147.	(15) 'missed connection' means a situation where a passenger misses one or more services in the course of a journey as a result of the delay or cancellation of one or more previous services;	(15) 'missed connection' means a situation where, <i>whether under a single transport contract or not</i> , a passenger misses one or more services in the course of a journey <i>or combined journey</i> as a result of the delay or	(15) 'missed connection' means a situation where a passenger misses one or more services in the course of a rail journey, sold as a through-ticket , as a result of the delay or cancellation of one or more previous	C

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		cancellation of one or more previous services;	services, or of the departure of a service before the scheduled departure time;	
148.		Amendment 53 Article 3 – paragraph 1 – point 16		
149.	(16) ‘person with disabilities’ and ‘person with reduced mobility’ means any person who has a permanent or temporary physical , mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age;	(16) ‘person with disabilities’ and ‘person with reduced mobility’ means any person who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced;	(16) ‘person with disabilities’ and ‘person with reduced mobility’ means any person who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age;	B
150.	(17) ‘General Conditions of Carriage’ means the conditions of the railway undertaking in the form of general conditions or tariffs legally in force in each Member State and which have become, by the		(17) ‘General Conditions of Carriage’ means the conditions of the railway undertaking in the form of general conditions or tariffs legally in force in each Member State and which have become, by the	B (see line 445)

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	conclusion of the contract of carriage, an integral part of it;		conclusion of the contract of carriage, an integral part of it;	
151.	(18) 'vehicle' means a motor vehicle or a trailer carried on the occasion of the carriage of passengers;		(18) 'vehicle' means a motor vehicle or a trailer carried on the occasion of the carriage of passengers;	<i>B (see line 445)</i>
152.	(19) 'CIV Uniform Rules' means the Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV), as set out in Appendix A to the Convention concerning International Carriage by Rail (COTIF).		(19) 'CIV Uniform Rules' means the Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV), as set out in Appendix A to the Convention concerning International Carriage by Rail (COTIF).	<i>B (see line 445)</i>
153.			(20) 'station' means a location on a railway where a passenger train service can start, stop or end.	<i>B</i>

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154.	Chapter II Transport contract, information and tickets		Chapter II Transport contract, information and tickets	
155.	Article 4 Transport contract		Article 4 Transport contract	
156.	Subject to the provisions of this Chapter, the conclusion and performance of a transport contract and the provision of information and tickets shall be governed by the provisions of Title II and Title III of Annex I.		Subject to the provisions of this Chapter, the conclusion and performance of a transport contract and the provision of information and tickets shall be governed by the provisions of Title II and Title III of Annex I.	[<i>same provision</i>]
157.	Article 5 Non-discriminatory conditions of transport contract		Article 5 Non-discriminatory conditions of transport contract	
158.		Amendment 55 Article 5 – paragraph 1		
159.	Without prejudice to social tariffs, railway undertakings or ticket vendors shall offer contract conditions and tariffs to the general public without direct or indirect discrimination on the basis of the final customer's nationality or residence, or the place of establishment of the railway undertaking or ticket vendor within the Union.	Without prejudice to social tariffs, railway undertakings, <i>tour operators</i> or ticket vendors shall offer <i>transport</i> contract <i>and ticketing</i> conditions and tariffs to the general public <i>and shall sell tickets, through-tickets and accept reservations from passengers in line with Article 10 of this Regulation,</i> without direct or indirect discrimination on the basis of the final <i>passenger's</i> nationality or	Without prejudice to social tariffs, railway undertakings, or ticket vendors or tour operators shall offer contract conditions and tariffs to the general public without direct or indirect discrimination on the basis of the final customer's nationality or residence, or the place of establishment of the railway undertaking, or ticket vendor or tour operator within the Union.	<i>C ('residence')</i>

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		residence, or the place of establishment of the railway undertaking, <i>tour operators</i> or ticket vendor within the Union <i>or the means through which passengers bought the ticket.</i>		
160.	Article 6 Bicycles		Article 6 Bicycles	
161.		Amendment 56 Article 6 – paragraph 1		
162.	Passengers shall be entitled to take bicycles on board the train, where appropriate for a reasonable fee. They shall keep their bicycles under supervision during the journey and ensure that no inconvenience or damage is caused to other passengers, mobility equipment, luggage or rail operations. The carriage of bicycles may be refused or restricted for safety or operational reasons, provided that railway undertakings, ticket vendors, tour operators and, where appropriate, station managers inform passengers of the conditions for such a refusal or restriction in accordance with Regulation (EU) No 454/2011.	Passengers shall be entitled to take bicycles on board the train, <i>including on high speed, long distance, cross-border and local services. All new or refurbished passenger trains shall at the latest by ... [two years after the date of entry into force of this Regulation] include a well indicated designated space for the carriage of assembled bicycles with a minimum of eight spaces.</i> Railway undertakings, ticket vendors, tour operators and, where appropriate, station managers <i>shall</i> inform passengers <i>at the latest when purchasing the ticket</i> of the conditions for <i>bicycle carriage on all services</i>	1. Passengers shall be entitled to take bicycles on board the train, subject to limitations referred to in paragraph 3, and where appropriate for a reasonable fee may be charged. In trains where a compulsory reservation is required, it shall be possible to make a reservation for the carriage for a bicycle.	C

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		in accordance with Regulation (EU) No 454/2011.		
163.			Where a passenger has made a reservation for a bicycle and where the carriage of the bicycle is refused without a duly justified reason, the passenger is entitled to re-routing or reimbursement in accordance with Article 16, compensation in accordance with Article 17 and assistance in accordance with Article 18(2).	C
164.			1a. Where designated places for bicycles are available on board the train, passengers shall stow their bicycles in such places. Where such places are not available, passengers They shall keep their bicycles under supervision and make all reasonable efforts to ensure that they cause no harm or damage their bicycles under supervision during the	C

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			journey and ensure that no inconvenience or damage is caused to other passengers, mobility equipment, luggage or rail operations.	
165.			The carriage of bicycles may be refused or restricted for safety or operational reasons provided that railway undertakings, ticket vendors, tour operators and, where appropriate, station managers inform passengers of the conditions for such a refusal or restriction in accordance with Regulation (EU) No 454/2011.	C
166.			3. Railway undertakings may restrict the right to bring bicycles for safety or operational reasons, in particular capacity limits during peak hours, or where rolling stock does not permit it. Railway undertakings may also restrict the carriage of bicycles based on their weights and dimensions. They shall publish their	C

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			conditions for the transport of bicycles, including up-to-date information on the availability of capacity, by using the telematics applications referred to in Commission Regulation (EU) No 454/2011 on their official websites.	
167.			4. Member States may require railway undertakings to prepare plans on how to increase and improve the transport of bicycles, and other solutions encouraging combined use of railways and bicycles, and keep those plans up-to-date.	<i>C</i>
168.	Article 7 Exclusion of waiver and stipulation of limits			
169.		Amendment 57 Article 7 – paragraph 1		
170.	1. Obligations towards passengers pursuant to this Regulation may not be limited or waived, notably by a derogation or restrictive clause in the transport contract.	1. Obligations towards passengers pursuant to this Regulation may not be limited or waived, notably by a derogation or restrictive clause in the transport contract. <i>Any</i>	1. Obligations towards passengers pursuant to this Regulation may not be limited or waived, notably by a derogation or restrictive clause in the transport contract.	<i>B</i>

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		<i>contractual conditions which purport directly or indirectly to waive, derogate from or restrict the rights resulting from this Regulation shall not be binding on the passenger.</i>		
171.		Amendment 58 Article 7 – paragraph 2		
172.	2. Railway undertakings may offer contract conditions more favourable for the passenger than the conditions laid down in this Regulation.	2. Railway undertakings, tour operators or ticket vendors may offer contract conditions more favourable for the passenger than the conditions laid down in this Regulation.	2. Railway undertakings may offer transport contract conditions more favourable for the passenger than the conditions laid down in this Regulation.	B (difference between contracts in general and transport contracts)
173.	Article 8 Obligation to provide information concerning discontinuation of services		Article 8 Obligation to provide information concerning discontinuation of services	
174.		Amendment 59 Article 8 – paragraph 1		
175.	Railway undertakings or, where appropriate, competent authorities responsible for a public service railway contract shall make public by appropriate means, including in accessible formats for persons with	Railway undertakings or, where appropriate, competent authorities responsible for a public service railway contract shall make public by appropriate means, and without delay , including in accessible formats	Railway undertakings or, where appropriate, competent authorities responsible for a public service railway contract shall make public by appropriate means, including in accessible formats for persons with	C

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	<p>disabilities in accordance with accessibility requirements laid down in Directive XXX¹⁹, and before their implementation, decisions to discontinue services either permanently or temporarily.</p> <p>-----</p> <p>¹⁹ Directive XXX on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services (European Accessibility Act) (OJ L X, X.X.XXXX, p. X).</p>	<p>for persons with disabilities in accordance with accessibility requirements laid down in Directive XXX¹⁹ <i>and in Commission Regulation 1300/2014</i>, and <i>in good time</i> before their implementation, <i>proposals</i> to discontinue <i>or substantially reduce</i> services either permanently or temporarily, <i>and shall ensure that those proposals are subject to meaningful and proper consultation with stakeholders before any implementation takes place.</i></p> <p>-----</p> <p>¹⁹ Directive XXX on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services (European Accessibility Act) (OJ L X, X.X.XXXX, p. X).</p>	<p>disabilities in accordance with accessibility requirements laid down in Directive (EU) 2019/882* and in Commission Regulations 454/2011 and 1300/2014, and before their implementation, decisions to discontinue services either permanently or temporarily.</p> <p>-----</p> <p>* Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70).</p>	

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176.	Article 9 Travel information		Article 9 Travel information	
177.		Amendment 60 Article 9 – paragraph 1		
178.	1. Railway undertakings and ticket vendors offering transport contracts on behalf of one or more railway undertakings shall provide the passenger, upon request, with at least the information set out in Annex II, Part I in relation to the journeys for which a transport contract is offered by the railway undertaking concerned. Ticket vendors offering transport contracts on their own account, and tour operators, shall provide this information where available.	1. Railway undertakings, <i>tour operators</i> and ticket vendors offering transport contracts on <i>their own</i> behalf <i>or on behalf</i> of one or more railway undertakings shall provide the passenger, upon request, with at least the information set out in Annex II, Part I in relation to the journeys for which transport <i>contracts are</i> offered by the railway undertaking concerned. Ticket vendors offering transport contracts on their own account, and tour operators, shall provide this information. <i>In order to ensure compliance with this Regulation, railway undertakings shall provide this information to ticket vendors and other railway undertakings, selling their service.</i>	1. Railway undertakings and ticket vendors offering transport contracts on behalf of one or more railway undertakings shall provide the passenger, upon request, with at least the information set out in Annex II, Part I in relation to the journeys for which a transport contract is offered by the railway undertaking concerned. Ticket vendors offering transport contracts on their own account, and tour operators, shall provide this information where available.	B

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179.		Amendment 61 Article 9 – paragraph 2		
180.	2. Railway undertakings and, where possible, ticket vendors shall provide the passenger during the journey, including at connecting stations, with at least the information set out in Annex II, Part II.	2. Railway undertakings, <i>and where applicable</i> , ticket vendors shall provide the passenger during the journey, including at connecting stations, with at least the information set out in Annex II, Part II. <i>In order to ensure compliance with this Regulation, railway undertakings shall provide this information to ticket vendors and other railway undertakings, selling their service.</i>	2. Railway undertakings and, where possible, ticket vendors shall provide the passenger during the journey, including at connecting stations , with at least the information set out in Annex II, Part II. Where a station manager at a connecting station has such information, it shall also provide the information to the passengers.	C
181.		Amendment 62 Article 9 – paragraph 3		
182.	3. The information referred to in paragraphs 1 and 2 shall be provided in the most appropriate format including by using up-to-date communication technologies. Particular attention shall be paid to ensuring that this information is accessible to persons with disabilities in	3. The information referred to in paragraphs 1 and 2 shall be provided <i>by railway undertakings, tour operators and ticket vendors to passengers using easily accessible, commonly used and, concerning paragraph 2, in real-time</i> , up-to-date communication	3. The information referred to in paragraphs 1 and 2 shall be provided in the most appropriate format, where possible based on real-time travel information , including by using up-to-date appropriate communication technologies. Particular attention shall be paid to	B

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	accordance with the accessibility requirements laid down in Directive XXX and Regulation 454/2011.	technologies, <i>and in writing, where possible, in order to provide passengers with all the information required by Annex II to this Regulation.</i> Particular attention shall be paid to ensuring that this information is accessible to persons with disabilities in accordance with the accessibility requirements laid down in Directive XXX, Regulation 454/2011 <i>and Commission Regulation 1300/2014. The availability of formats accessible to persons with reduced mobility shall be clearly advertised.</i>	ensuring that this information is accessible to persons with disabilities in accordance with the accessibility requirements laid down in Directive (EU) 2019/882 and Commission Regulations 454/2011 and 1300/2014.	
183.		Amendment 63 Article 9 – paragraph 4		
184.	4. Station managers and infrastructure managers shall make real-time data relating to trains, including those operated by other railway undertakings available to railway undertakings and ticket	4. <i>Railway undertakings,</i> station managers and infrastructure managers shall make real-time data relating to trains, including those operated by other railway undertakings <i>publicly</i> available <i>in real-</i>	4. Station managers and Infrastructure managers shall make distribute real-time data relating to the arrival and the departure of trains including those operated by other railway undertakings available to	<i>B or C</i>

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	vendors, in a non-discriminatory manner.	<i>time so as to eliminate any discrimination between passengers.</i>	railway undertakings and station managers ticket vendors, in a non-discriminatory manner and without undue delay. Upon request, ticket vendors shall have access to that real-time data.	
185.		Amendment 64 Article 9 – paragraph 4 a (new)		
186.		4a. Railway undertakings in cooperation with station managers and infrastructure managers shall indicate in timetables information about accessible train connections and stations.		B or C
187.	Article 10 Availability of tickets, through tickets and reservations		<i>Article 10</i> Availability of tickets, through-tickets and reservations	
188.		Amendment 65 Article 10 – paragraph 1		
189.	1. Railway undertakings and ticket vendors shall offer tickets and, where available, through tickets and reservations. They shall make all possible efforts to	1. Railway undertakings and ticket vendors shall offer tickets and through-tickets and reservations including for journeys across borders or involving night trains	1. Railway undertakings and ticket vendors shall offer tickets and, where available, through-tickets as referred to in Article 10a , and reservations. They shall	B

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	offer through tickets, including for journeys across borders and with more than one railway undertaking.	<i>and journeys</i> with more than one railway undertaking.	make all possible efforts to offer through tickets, including for journeys across borders and with more than one railway undertaking. Railway undertakings shall cooperate among themselves with the objective to offer through- tickets as widely as possible, for both domestic and international transport.	
190.	2. Without prejudice to paragraphs 3 and 4, railway undertakings and ticket vendors shall distribute tickets to passengers via at least one of the following points of sale:		2. Without prejudice to paragraphs 3 and 4, railway undertakings and ticket vendors shall distribute sell, either directly or by way of ticket vendors or tour operators, tickets to passengers via at least one of the following points means of sale:	B
191.	(a) ticket offices or ticketing machines;		(a) ticket offices, other points of sales or ticketing machines;	B
192.	(b) telephone, the Internet or any other widely available information technology;		(b) telephone, the Internet or any other widely available information technology;	[same provision]
193.	(c) on board trains.		(c) on board trains.	[same provision]
194.		Amendment 66		

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		Article 10 – paragraph 2 – subparagraph 2		
195.	Member States may require railway undertakings to provide tickets for services provided under public service contracts through more than one point of sale.	Competent authorities referred to in Regulation (EC) No 1370/2007 may require railway undertakings to provide tickets for services provided under public service contracts through more than one point of sale.	The competent authorities, as defined in Regulation (EC) No 1370/2007, point (b) of Article 2, may require railway undertakings to provide tickets for services provided under public service contracts through more than one point means of sale.	A
196.		Amendment 67 Article 10 – paragraph 3		
197.	3. Railway undertakings shall offer the possibility to obtain tickets for the respective service on board the train, unless this is limited or denied on grounds relating to security or antifraud policy or compulsory train reservation or reasonable commercial grounds.	3. Railway undertakings shall offer the possibility to obtain tickets for the respective service on board the train, unless this is limited or denied on well justifiable grounds relating to security or antifraud policy or compulsory train reservation or reasonable commercial grounds, including limitation on space or seat availability.	3. Railway undertakings shall offer the possibility to obtain tickets for the respective service on board the train, unless this is limited or denied on grounds relating to security or antifraud policy or compulsory train reservation or reasonable commercial grounds.	C
198.	4. Where there is no ticket office or ticketing machine in the station of departure,		4. Where there is no ticket office or ticketing machine in the station of departure,	[same provision]

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	passengers shall be informed at the station:		passengers shall be informed at the station:	
199.	(a) of the possibility of purchasing tickets via telephone or the Internet or on board the train, and of the procedure for such purchase;		(a) of the possibility of purchasing tickets via telephone or the Internet or on board the train, and of the procedure for such purchase;	[same provision]
200.	(b) of the nearest railway station or place at which ticket offices and/or ticketing machines are available.		(b) of the nearest railway station or place at which ticket offices and/or ticketing machines are available.	[same provision]
201.		Amendment 68 Article 10 – paragraph 5		
202.	5. Where there is no ticket office or accessible ticketing machine in the station of departure, persons with disabilities and persons with reduced mobility shall be permitted to buy tickets on board the train at no extra cost.	5. Where there is no ticket office or accessible ticketing machine in the station of departure, or any other means of purchasing tickets in advance, passengers shall be permitted to buy tickets on board the train at no extra cost.	5. Where there is no ticket office, or no accessible ticketing machine in the station of departure and no other accessible means to purchase a ticket in advance , persons with disabilities and persons with reduced mobility shall be permitted to buy tickets on board the train at no extra cost unless it is limited or denied on grounds relating to security or compulsory train reservation. Where	C

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			<p>there is no staff on board the train, the railway undertaking shall inform the persons with disabilities on whether and how to purchase the ticket. Member States may require that persons with disabilities are recognised as such in accordance with their national law and practices.</p>	
203.			<p>Member States may extend the right referred to in the first subparagraph to all passengers. Where Member States apply this option, they shall inform the Commission accordingly. The European Railway Agency shall publish the information on its website relating to the implementation of Commission Regulations 1300/2014 and 454/2011.</p>	C

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204.		Amendment 140 Article 10 – paragraph 6		
205.	6. Where a passenger receives separate tickets for a single journey comprising successive railway services operated by one or more railway undertakings, his rights to information, assistance, care and compensation shall be equivalent to those under a through ticket and cover the whole journey from the departure to the final destination, unless the passenger is explicitly informed otherwise in writing. Such information shall in particular state that when the passenger misses a connection, he or she would not be entitled to assistance or compensation based on the total length of the journey. The burden of proof that the information was provided shall lie with the railway undertaking, its agent, tour operator or ticket	6. Where a passenger receives separate tickets for a single journey <i>or combined journey</i> comprising successive railway services operated by one or more railway undertakings, his rights to information, assistance, care and compensation shall be equivalent to those under a through-ticket and cover the whole journey <i>or combined journey</i> from the departure to the final destination.	6. Where a passenger receives separate tickets for a single journey comprising successive railway services operated by one or more railway undertakings, his rights to information, assistance, care and compensation shall be equivalent to those under a through ticket and cover the whole journey from the departure to the final destination, unless the passenger is explicitly informed otherwise in writing. Such information shall in particular state that when the passenger misses a connection, he or she would not be entitled to assistance or compensation based on the total length of the journey. The burden of proof that the information was provided shall lie with the railway undertaking, its agent, tour operator or ticket vendor.	C

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	vendor.			
206.		Amendment 70 Article 10 a (new)		
207.		<i>Article 10a Provision of travel information through application programming interfaces</i>		<i>C</i>
208.		<i>1. Railway undertakings shall provide non-discriminatory access to all travel information, including real-time operational information on timetables and tariffs data, as referred to in Article 9, through application programming interfaces (APIs).</i>		<i>C</i>
209.		<i>2. Railway undertakings shall provide tour operators, ticket vendors and other railway undertakings, selling their service, non- discriminatory access to reservation systems through APIs, so that they can conclude transport contracts and issue tickets, through-tickets and reservations, in such a way that they provide the most</i>		<i>C</i>

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		<i>optimal and cost-effective journey, including cross-border.</i>		
210.		3. <i>Railway undertakings shall ensure that the technical specifications of the APIs are well-documented and openly accessible at no charge. The APIs shall make use of open standards, commonly used protocols and machine-readable formats to make them interoperable.</i>		<i>C</i>
211.		4. <i>Railway undertakings shall ensure that, except for emergency situations, any change to the technical specification of their APIs is made available to tour operators and ticket vendors in advance as soon as possible and no less than three months before a change is implemented. Emergency situations shall be documented and documentation shall be made available to the</i>		<i>C</i>

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		<i>competent authorities upon request.</i>		
212.		5. <i>Railway undertakings shall ensure that access to the APIs is provided in a non-discriminatory way, at the same level of availability and performance, including support, access to all documentation, standards, protocols and formats. Tour operators and ticket vendors shall not be disadvantaged as compared to the railway undertakings themselves.</i>		<i>C</i>
213.		6. <i>APIs shall be established in accordance with Commission Delegated Regulation (EU) 2017/1926 of 31 May 2017.</i>		<i>C</i>
214.			Article 10a Through-tickets	<i>C</i>
215.			1. Railway undertakings, ticket vendors and tour operators shall make all reasonable possible efforts to offer through-tickets for domestic and	<i>C</i>

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			international rail passenger services, including for journeys across borders and with more than one railway undertaking, and in particular for services operated by a sole railway undertaking. Railway undertakings shall cooperate among themselves with the objective to offer through-tickets as widely as possible, for both domestic and international rail passenger services.	
216.			2. For journeys including one or more connections, a passenger shall be informed prior to purchasing a ticket or tickets whether that ticket or those tickets constitute a through-ticket.	C
217.			3. A ticket or tickets, purchased in a single commercial transaction from a railway undertaking, shall	C

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			constitute a through-ticket and the railway undertaking shall be liable in accordance with Articles 16, 17 and 18 if the passenger misses one or more connections. This does not apply if it is indicated clearly on the ticket or tickets that the tickets represent separate transport contracts and the passenger was informed of the matter prior to the purchase in accordance with paragraph 2.	
218.			4. Where a ticket or tickets are purchased in a single commercial transaction and the ticket vendor or tour operator has combined the tickets on its own initiative, the ticket vendor or tour operator that sold the ticket or tickets shall be liable to reimburse and to compensate 50% of the amount paid in that	C

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			transaction for the ticket or tickets in case the passenger misses one or more connections. This does not apply if it is mentioned on the tickets, or on another document or electronically in such a manner that allows the passenger to reproduce the information for future reference, that the tickets represent separate transport contracts, and the passenger was informed of the matter prior to the purchase.	
219.			The ticket vendors or the tour operators are responsible for handling of requests and possible complaints of the passenger under this paragraph. The reimbursement and the compensation referred to in the first subparagraph shall be paid within 30 days after the receipt of the request. The right referred to in this paragraph is without	C

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			prejudice to applicable national law granting passengers further compensation for damage.	
220.			5. The burden of proof that the information referred to in this Article was provided shall lie with the railway undertaking, tour operator or ticket vendor that sold the ticket or tickets.	<i>C</i>

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221.	Chapter III Liability of railway undertakings for passengers and their luggage		Chapter III Liability of railway undertakings for passengers and their luggage	
222.	Article 11 Liability for passengers and luggage		Article 11 Liability for passengers and luggage	
223.	Subject to the provisions of this Chapter, and without prejudice to applicable national law granting passengers further compensation for damages, the liability of railway undertakings in respect of passengers and their luggage shall be governed by Chapters I, III and IV of Title IV, Title VI and Title VII of Annex I.		Subject to the provisions of this Chapter, and without prejudice to applicable national law granting passengers further compensation for damages, the liability of railway undertakings in respect of passengers and their luggage shall be governed by Chapters I, III and IV of Title IV, Title VI and Title VII of Annex I.	[<i>same provision</i>]
224.	Article 12 Insurance and coverage of liability in the event of passenger death or personal injury		Article 12 Insurance and coverage of liability in the event of passenger death or personal injury	
225.	A railway undertaking shall be adequately insured, in accordance with Article 22 of Directive 2012/34/EU and on the basis of an assessment of its risks, or make equivalent arrangements for cover of its		A railway undertaking shall be adequately insured or have adequate guarantees under market conditions for cover , in accordance with Article 22 of Directive 2012/34/EU and on the basis of an assessment of its	C

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	liabilities under this Regulation.		risks, or make equivalent arrangements for cover of its liabilities under this Regulation.	
226.	Article 13 Advance payments		Article 13 Advance payments	
227.	1. If a passenger is killed or injured, the railway undertaking as referred to in Article 26(5) of Annex I shall without delay, and in any event not later than fifteen days after the establishment of the identity of the natural person entitled to compensation, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the damage suffered.		1. If a passenger is killed or injured, the railway undertaking as referred to in Article 26(5) of Annex I shall without delay, and in any event not later than fifteen days after the establishment of the identity of the natural person entitled to compensation, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the damage suffered.	[same provision]
228.	2. Without prejudice to paragraph 1, an advance payment shall not be less than EUR 21 000 per passenger in the event of death.		2. Without prejudice to paragraph 1, an advance payment shall not be less than EUR 21 000 per passenger in the event of death.	[same provision]
229.	3. An advance payment shall not constitute recognition of liability and may be offset		3. An advance payment shall not constitute recognition of liability and may be offset	[same provision]

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	against any subsequent sums paid on the basis of this Regulation but is not returnable, except in the cases where damage was caused by the negligence or fault of the passenger or where the person who received the advance payment was not the person entitled to compensation.		against any subsequent sums paid on the basis of this Regulation but is not returnable, except in the cases where damage was caused by the negligence or fault of the passenger or where the person who received the advance payment was not the person entitled to compensation.	
230.	Article 14 Contestation of liability		Article 14 Contestation of liability	
231.	Even if the railway undertaking contests its responsibility for physical injury to a passenger whom it conveys, it shall make every reasonable effort to assist a passenger claiming compensation for damage from third parties.		Even if the railway undertaking contests its responsibility for physical injury to a passenger whom it conveys, it shall make every reasonable effort to assist a passenger claiming compensation for damage from third parties.	[<i>same provision</i>]

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232.	Chapter IV Delays, missed connections and cancellations		Chapter IV Delays, missed connections and cancellations	
233.	Article 15 Liability for delays, missed connections and cancellations		Article 15 Liability for delays, missed connections and cancellations	
234.	Subject to the provisions of this Chapter, the liability of railway undertakings in respect of delays, missed connections and cancellations shall be governed by Chapter II of Title IV of Annex I.		Subject to the provisions of this Chapter, the liability of railway undertakings in respect of delays, missed connections and cancellations shall be governed by Chapter II of Title IV of Annex I.	[same provision]
235.	Article 16 Reimbursement and re- routing		Article 16 Reimbursement and re- routing	
236.		Amendment 71 Article 16 – paragraph 1 – introductory part		
237.	1. Where it is reasonably to be expected, either at departure or in the event of a missed connection in the course of a journey with a through-ticket, that arrival at the final destination under the transport contract will be subject to a delay of more than 60 minutes, the passenger shall immediately	1. Where it is expected, either at departure or in the event of a missed connection in the course of a journey that arrival at the final destination of an end-to-end journey under the transport contracts will be subject to a delay of more than 60 minutes <i>or cancelled</i> , the passenger shall immediately	1. Where it is reasonably to be expected, either at departure or in the event of a missed connection or a cancellation , in the course of a journey with a through-ticket , that arrival at the final destination under the transport contract will be subject to a delay of more than 60 minutes or more ,	B

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	have the choice between one of the following :	have the choice between one of the following:	the railway undertaking operating the delayed or cancelled service passenger shall immediately offer the passenger have the choice between one of the following, and make the necessary arrangements:	
238.	(a) reimbursement of the full cost of the ticket, under the conditions by which it was paid, for the part or parts of his or her journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return service to the first point of departure at the earliest opportunity. The payment of the reimbursement shall be made under the same conditions as the payment for compensation referred to in Article 17;		(a) reimbursement of the full cost of the ticket, under the conditions by which it was paid, for the part or parts of his or her journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return service to the first point of departure at the earliest opportunity. The payment of the reimbursement shall be made under the same conditions as the payment for compensation referred to in Article 17;	B

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239.		Amendment 72 Article 16 – paragraph 1 – point b		
240.	(b) continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;	(b) continuation or re-routing, under comparable transport conditions and at no additional costs , to the final destination at the earliest opportunity, including in the event of missed connection due to delay or cancellation of the passengers' earlier leg in the course of a journey. In such case, the passenger shall be allowed on the next service available to the final destination even if there is no specific reservation or the next train is operated by another railway undertaking.	(b) continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;	C (<i>implies a legal responsibility to another undertaking on the action of an undertaking, coherence with rail markets opening?</i>)
241.		Amendment 73 Article 16 – paragraph 1 – point c		
242.	(c) continuation or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's	(c) continuation or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's convenience	(c) continuation or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's	B

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	convenience.	<i>but no later than one month after the reestablishment of service.</i>	convenience.	
243.		Amendment 74 Article 16 – paragraph 2		
244.	2. For the purposes of point (b) of paragraph 1, comparable re-routing may be operated by any railway undertaking and may involve the use of transport of a higher class and alternative modes of transport without generating additional costs to the passenger. Railway undertakings shall make reasonable efforts to avoid additional connections. The total travel time when using an alternative mode of transport for the part of the journey not completed as planned shall be comparable to the scheduled travel time of the original journey. Passengers shall not be downgraded to transport facilities of a lower class unless such facilities are the	2. For the purposes of point (b) of paragraph 1, comparable re-routing may be operated by any railway undertaking and may involve the use of transport of a higher class and alternative modes of <i>land</i> transport without generating additional costs to the passenger. Railway undertakings shall make reasonable efforts to avoid additional connections. The total travel time when using an alternative mode of transport for the part of the journey not completed as planned shall be comparable to the scheduled travel time of the original journey. Passengers shall not be downgraded to transport facilities of a lower class unless such facilities are the	2. Where, for the purposes of points (b) and (c) of paragraph 1, comparable re-routing may be is operated by the same railway undertaking or that railway undertaking tasks another undertaking to perform the re-routing, this shall not generate additional costs to the passenger. This requirement also applies where the re-routing involves the use of transport of a higher service class and alternative modes of transport. any railway undertaking and may involve the use of transport of a higher class and alternative modes of transport without generating additional costs to the passenger. Railway undertakings shall make reasonable efforts to	B

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	only re-routing means available.	only re-routing means available.	avoid additional connections and that delay in the total travel time is as short as possible. when using an alternative mode of transport for the part of the journey not completed as planned shall be comparable to the scheduled travel time of the original journey. Passengers shall not be downgraded to transport facilities of a lower class unless such facilities are the only re-routing means available.	
245.			Without prejudice to the first subparagraph, the railway undertaking may agree, upon the request of the passenger, that the passenger concludes transport contracts with other providers of transport services which enable the passenger to reach the final destination under comparable conditions, and reimburse for the costs incurred.	

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246.		Amendment 75 Article 16 – paragraph 3		
247.	3. Re-routing transport service providers shall pay particular attention to providing persons with disabilities and persons with reduced mobility with a comparable level of accessibility to the alternative service.	3. Re-routing transport service providers shall <i>provide to</i> persons with disabilities and persons with reduced mobility a comparable level <i>of assistance and</i> of accessibility <i>when offering an</i> alternative service. <i>This alternative service may be common to all passengers or it may, upon decision of the carrier, be an individual means of transport adapted to the specific needs of certain persons with disabilities or with reduced mobility.</i>	3. Re-routing transport service providers shall pay particular attention to providing persons with disabilities and persons with reduced mobility with a comparable level of accessibility to the alternative service. Re-routing transport service providers may provide persons with disabilities and persons with reduced mobility with alternative services appropriate to their needs different from those offered to other passengers.	B
248.			4. The reimbursements referred to in paragraph 1(a) and in the second subparagraph of paragraph 2 shall be paid within 30 days after the receipt of the request. Member States may require railway undertakings to accept	C

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			such requests by certain means of communication, provided that the request does not create discriminatory effects.	
249.	Article 17 Compensation of the ticket price		Article 17 Compensation of the ticket price	B
250.		Amendment 76 Article 17 – paragraph 1		
251.	1. Without losing the right of transport, a passenger may request compensation for delays from the railway undertaking if he or she is facing a delay between the places of departure and destination stated in the transport contract for which the cost of the ticket has not been reimbursed in accordance with Article 16. The minimum compensations for delays shall be as follows:	1. <i>Whilst keeping</i> the right of transport, a passenger may request compensation for delays from the railway undertaking if he or she is facing a delay between the places of departure and destination stated <i>on the ticket or tickets representing a single or several transport contracts</i> for which the cost has not been reimbursed in accordance with Article 16. The minimum compensations for delays shall be as follows:	1. Without losing the right of transport, a passenger may request is entitled to compensation for delays from the railway undertaking if he or she is facing a delay between the places of departure and final destination stated in the transport contract ticket or through-ticket for which the cost of the ticket has not been reimbursed in accordance with Article 16. Passengers are also entitled to compensation in the case of a cancellation or a delay of 60 minutes or more, where a rerouting takes place pursuant to Article	B

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			16(1)(b). In such a case the delay shall be calculated based on the scheduled time of arrival at the final destination according to the original ticket or through-ticket and the actual time of arrival at the final destination. The minimum compensations for delays shall be as follows:	
252.	(a) 25 % of the ticket price for a delay of 60 to 119 minutes,	(a) 50 % of the ticket price for a delay of 60 to 90 minutes,	(a) 25 % of the ticket price for a delay of 60 to 119 minutes,	C
253.	(b) 50 % of the ticket price for a delay of 120 minutes or more.	(b) 75% of the ticket price for a delay of 91 minutes to 120 minutes,	(b) 50 % of the ticket price for a delay of 120 minutes or more.	C
254.		(ba) 100% of the ticket price for a delay of 121 minutes or more.		C
255.		Amendment 77 Article 17 – paragraph 2		
256.	2. Paragraph 1 also applies to passengers who hold a travel pass or season ticket. If they encounter recurrent delays or cancellations during the period of validity of the travel pass or season	2. Paragraph 1 also applies to passengers who hold a travel pass or season ticket. If they encounter recurrent delays or cancellations during the period of validity of the travel pass, reduction	2. Paragraph 1 also applies to passengers who hold a travel pass or season ticket. If they encounter recurrent delays or cancellations during the period of validity of the travel pass or season ticket, they	B

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	ticket, they may request adequate compensation in accordance with the railway undertaking's compensation arrangements. These arrangements shall state the criteria for determining delay and for the calculation of the compensation. Where delays of less than 60 minutes occur repeatedly during the period of validity of the travel pass or season ticket, the delays shall be counted cumulatively and passengers shall be compensated in accordance with the railway undertaking's compensation arrangements.	<i>card</i> or season ticket, they may request adequate compensation in accordance with the <i>arrangements set out in points (a), (b) and (ba) of paragraph 1.</i>	may request are entitled to adequate compensation in accordance with the railway undertaking's compensation arrangements. These arrangements shall state the criteria for determining delay and for the calculation of the compensation. Where delays of less than 60 minutes occur repeatedly during the period of validity of the travel pass or season ticket, the delays may shall be counted cumulatively and passengers may shall be compensated in accordance with the railway undertaking's compensation arrangements.	
257.		Amendment 78 Article 17 – paragraph 3		
258.	3. Compensation for delay shall be calculated in relation to the full price which the passenger actually paid for the delayed service. Where the transport contract is for a return journey, compensation for	3. Compensation for <i>cancellation or</i> delay shall be calculated in relation to the full price which the passenger actually paid for the <i>cancelled or</i> delayed service. Where the transport contract is for a return	3. Without prejudice to paragraph 2, compensation for delay shall be calculated in relation to the full price which the passenger actually paid for the delayed service. Where the transport contract is for a return journey,	B

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	delay on either the outward or the return leg shall be calculated in relation to half of the price paid for the ticket. In the same way the price for a delayed service under any other form of transport contract allowing travelling several subsequent legs shall be calculated in proportion to the full price.	journey, compensation for cancellation or delay on either the outward or the return leg shall be calculated in relation to half of the price paid for the ticket. In the same way the price for a cancelled or delayed service under any other form of transport contract allowing travelling several subsequent legs shall be calculated in proportion to the full price.	compensation for delay on either the outward or the return leg shall be calculated in relation to the price indicated for that leg on the the ticket. Where there is no such indication of the price of the individual legs of the journey, the compensation shall be calculated in relation to half of the price paid for the ticket. In the same way the price for a delayed service under any other form of transport contract allowing travelling several subsequent legs shall be calculated in proportion to the full price.	
259.	4. The calculation of the period of delay shall not take into account any delay that the railway undertaking can demonstrate as having occurred outside the territories of the Union.		4. The calculation of the period of delay shall not take into account any delay that the railway undertaking can demonstrate as having occurred outside the territories of the Union.	[same provision]
260.			4a. Member States may require railway undertakings to accept requests for compensation	C

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			by certain means of communication, provided that the request does not create discriminatory effects.	
261.	5. The compensation of the ticket price shall be paid within one month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services if the terms are flexible (in particular regarding the validity period and destination). The compensation shall be paid in money at the request of the passenger.		5. The compensation of the ticket price shall be paid within one month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services if the terms are flexible (in particular regarding the validity period and destination). The compensation shall be paid in money at the request of the passenger.	[same provision]
262.		Amendment 79 Article 17 – paragraph 6		
263.	6. The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Railway undertakings may introduce a minimum threshold under which payments for	6. The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Railway undertakings may introduce a minimum threshold under which payments for	6. The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Railway undertakings may introduce a minimum threshold under which payments for	B

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	compensation will not be paid. This threshold shall not exceed EUR 4 per ticket.	compensation will not be paid. This threshold shall not exceed EUR 5 per ticket.	compensation will not be paid. This threshold shall not exceed EUR 4 per ticket.	
264.		Amendment 80 Proposal for a regulation Article 17 – paragraph 7		
265.	7. The passenger shall not have any right to compensation if he is informed of a delay before he buys a ticket, or if a delay due to continuation on a different service or re-routing remains below 60 minutes.	7. The passenger shall not have any right to compensation if they are informed of a delay before buying a ticket, or if a delay due to continuation on a different service or re-routing remains below 60 minutes.	7. The passenger shall not have any right to compensation if he is informed of a delay before he buys a ticket, or if a delay due to continuation on a different service or re-routing remains below 60 minutes.	A
266.		Amendment 81 Article 17 – paragraph 8		
267.	8. A railway undertaking shall not be obliged to pay compensation if it can prove that the delay was caused by severe weather conditions or major natural disasters endangering the safe operation of the service and could not have been foreseen or prevented even if all reasonable measures had been taken.	deleted	8. The passenger shall not have the right to compensation in the case of delays, cancellations and missed connections caused directly by, or inherently linked with:	C

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268.			(a) circumstances not connected with the operation of the railway, such as extreme weather conditions or major natural disasters, which the railway undertaking, in spite of having taken the care required in the particular circumstances of the case could not avoid and the consequences of which he was unable to prevent;	C
269.			(b) fault on the part of the passenger; or	C
270.			(c) the behaviour of a third party which the railway undertaking, in spite of having taken the care required in the particular circumstances of the case, could not avoid and the consequences of which he was unable to prevent, such as suicides, persons on the track, cable theft, emergencies onboard, law enforcement activities, sabotage or terrorism;	C

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271.			Strikes by the personnel of the railway undertaking, acts or omissions by another undertakings using the same railway infrastructure and acts or omissions of the infrastructure and station managers are not covered by the exemption referred to in first subparagraph of this point.	<i>C</i>
272.	Article 18 Assistance		Article 18 Assistance	
273.		Amendment 83 Article 18 – paragraph 1		
274.	1. In the case of a delay in arrival or departure, passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time by the railway undertaking or ticket vendor or by the station manager as soon as such information is available.	1. In the case of a delay in arrival or departure, passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time, by the railway undertaking, ticket vendors or by the station manager, <i>in accordance with Article 9</i> , as soon as such information is available.	1. In the case of a delay in arrival or departure, or cancellation of a service , passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time of the service or the replacement service by the railway undertaking or ticket vendor or by the station manager as soon as such information is available. Where ticket vendors and	<i>B</i>

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			tour operators have such information, they shall also provide it to the passenger.	
275.	2. In the case of any delay as referred to in paragraph 1 of more than 60 minutes, passengers shall also be offered free of charge:		2. In the case of any delay as referred to in paragraph 1 of more than 60 minutes or more, or cancellation of a service, the railway undertaking operating the delayed or cancelled service shall offer the passengers shall also be offered free of charge:	B
276.	(a) meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied taking into account criteria such as the distance from the supplier, the time required for delivery and the cost;		(a) meals and refreshments in reasonable relation to the waiting time, if they are available on the train or in the station, or can reasonably be supplied taking into account criteria such as the distance from the supplier, the time required for delivery and the cost;	[same provision]
277.		Amendment 84 Article 18 – paragraph 2 – point b		
278.	(b) hotel or other accommodation, and transport between the	(b) hotel or other accommodation, and transport between the	(b) hotel or other accommodation, and transport between the	B

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	railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible;	railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible, <i>the access requirements of persons with disabilities and with reduced mobility and the needs of certified service animals being taken into account;</i>	railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible;	
279.	(c) if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.		(c) if the train is blocked on the track, transport from the train to the railway station, to the alternative departure point or to the final destination of the service, where and when physically possible.	[same provision]
280.	3. If the railway service cannot be continued anymore, railway undertakings shall organise as soon as possible alternative transport services for passengers.		3. If the railway service is interrupted and cannot be continued anymore or within a reasonable delay , railway undertakings shall organise offer as soon as possible alternative transport services for	B

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			passengers and make the necessary arrangements.	
281.		Amendment 85 Article 18 – paragraph 4		
282.	4. Railway undertakings shall, at the request of the passenger, certify on the ticket or by any other means that the rail service has suffered a delay, led to a missed connection or that it has been cancelled, as the case might be.	4. <i>With regard to the affected passengers,</i> railway undertakings shall <i>offer to certify on their tickets</i> or by any other means that the rail service has suffered a delay, led to a missed connection or that it has been cancelled, as the case might be. <i>This certification shall apply in connection with the provisions laid down in Article 17, subject to the proof by the passenger holding a travel pass or season ticket that he or she was travelling on the affected service.</i>	4. Railway undertakings shall, at the request of the passenger, certify on the ticket or by any other means that the rail service has suffered a delay, led to a missed connection or that it has been cancelled, as the case might be.	B
283.		Amendment 86 Article 18 – paragraph 5		
284.	5. In applying paragraphs 1, 2, 3 and 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities and persons with	5. In applying paragraphs 1, 2, 3 and 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities, persons with	5. In applying paragraphs 1, 2, 3 and 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities and persons with	B (N.B. only <i>dogs</i> covered by this Regulation)

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	reduced mobility and any accompanying persons.	reduced mobility, any accompanying persons <i>and certified service animals</i> .	reduced mobility and any accompanying persons.	
285.		Amendment 87 Article 18 – paragraph 6		
286.	6. In addition to the obligations on railway undertakings pursuant to Article 13a(3) of Directive 2012/34/EU, the station manager of a railway station handling at least 10 000 passengers per day on average over a year shall ensure that the operations of the station, the railway undertakings and the infrastructure manager are coordinated through a proper contingency plan in order to prepare for the possibility of major disruption and long delays leading to a considerable number of passengers being stranded in the station. The plan shall ensure that stranded passengers are provided with adequate assistance and information,	6. In addition to the obligations on railway undertakings pursuant to Article 13a(3) of Directive 2012/34/EU, <i>Member States, railway undertakings, station managers and infrastructure managers shall cooperate to ensure that contingency plans referred to in Article 13a(3) of Directive 2012/34/EU include requirements for the accessibility of alert and information systems.</i>	6. In addition to the obligations on railway undertakings pursuant to Article 13a(3) of Directive 2012/34/EU, the station manager of a railway station handling at least 10 000 passengers per day on average over a year shall ensure that the operations of the station, the railway undertakings and the infrastructure manager are coordinated through a proper contingency plan in order to prepare for the possibility of major disruption and long delays leading to a considerable number of passengers being stranded in the station. The plan shall ensure that stranded passengers are provided with adequate assistance and information, including in accessible formats in	B

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	including in accessible formats in accordance with the accessibility requirements laid down in Directive XXX. Upon request, the station manager shall make the plan, and any amendments to it, available to the national enforcement body or to any other body designated by a Member State. Station managers of railway stations handling fewer than 10 000 passengers per day on average over a year shall make all reasonable efforts to coordinate station users and to assist and inform stranded passengers in such situations.		<p>accordance with the accessibility requirements laid down in Directive XXX. Upon request, the station manager shall make the plan, and any amendments to it, available to the national enforcement body or to any other body designated by a Member State. Station managers of railway stations handling fewer than 10 000 passengers per day on average over a year shall make all reasonable efforts to coordinate station users and to assist and inform stranded passengers in such situations.</p> <p>Where contingency plans are established pursuant to Article 13a(3) of Directive 2012/34/EU, the railway undertakings shall coordinate with the station manager and infrastructure manager in order for them to be prepared for the possibility of major disruption and long delays leading to a considerable</p>	

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			number of passengers being stranded in the station.	
287.	Article 19 Right of redress		Article 19 Right of redress	
288.		Amendment 88 Article 19 – paragraph 1		
289.	Where a railway undertaking pays compensation or meets its other obligations in accordance with this Regulation, no provision of this Regulation or national law may be interpreted as restricting its right to seek compensation for costs from any person, including third parties, in accordance with the law applicable. In particular, this Regulation shall in no way restrict the railway undertaking's right to seek reimbursement from a third party, with whom it has a contract and which contributed to the event which triggered compensation or other obligations. No provision of this Regulation may be interpreted as restricting the right of a third party, other than a passenger, with whom a railway undertaking has a contract, to	<i>deleted</i>	Where a railway undertaking pays compensation or meets its other obligations in accordance with this Regulation, no provision of this Regulation or national law may be interpreted as restricting its right to seek compensation for costs from any person, including third parties, in accordance with the law applicable. In particular, this Regulation shall in no way restrict the railway undertaking's right to seek reimbursement from a third party, with whom it has a contract and which contributed to the event which triggered compensation or other obligations. No provision of this Regulation may be interpreted as restricting the right of a third party, other than a passenger, with whom a railway undertaking has a contract, to	<i>A (deleted)</i>

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	seek reimbursement or compensation from the railway undertaking in accordance with applicable relevant laws.		seek reimbursement or compensation from the railway undertaking in accordance with applicable relevant laws.	

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290.	Chapter V Persons with disabilities and persons with reduced mobility		Chapter V Persons with disabilities and persons with reduced mobility	
291.	Article 20 Right to transport		Article 20 Right to transport	
292.		Amendment 89 Article 20 – paragraph 1		
293.	1. Railway undertakings and station managers shall, with the active involvement of representative organisations of persons with disabilities and persons with reduced mobility, establish, or shall have in place, non-discriminatory access rules for the transport of persons with disabilities and persons with reduced mobility including their personal assistants. The rules shall allow the passenger to be accompanied by an assistance dog in accordance with any relevant national rules.	1. Railway undertakings and station managers shall, with the active involvement of representative organisations of persons with disabilities and persons with reduced mobility, establish, or shall have in place, non-discriminatory access rules for the transport of persons with disabilities and persons with reduced mobility including their personal assistants. The rules shall allow the passenger to be accompanied by <i>a certified service animal or an accompanying person free of charge if independent mobility is not possible</i> , in accordance with any relevant national rules, <i>and shall ensure that rail</i>	1. Railway undertakings and station managers shall, with the active involvement of representatives organisations of persons with disabilities and persons with reduced mobility, establish, or shall have in place, non-discriminatory access rules for the transport of persons with disabilities, including their personal assistants recognised as such in accordance with the national practices , and persons with reduced mobility including their personal assistants . The rules shall allow the passenger to be accompanied by an assistance dog in accordance with any relevant national rules. The station manager	C

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		<i>transport for persons with disabilities and persons with reduced mobility is immediate wherever possible.</i>	and the railway undertaking shall establish in those rules which entity is responsible to provide the assistance to persons with disabilities and persons with reduced mobility, as referred to in Commission Regulation (EU) No 1300/2014.	
294.	2. Reservations and tickets shall be offered to persons with disabilities and persons with reduced mobility at no additional cost. A railway undertaking, ticket vendor or tour operator may not refuse to accept a reservation from, or issue a ticket to, a person with disabilities or a person with reduced mobility, or require that such person be accompanied by another person, unless this is strictly necessary in order to comply with the access rules referred to in paragraph 1.		2. Reservations and tickets shall be offered to persons with disabilities and persons with reduced mobility at no additional cost. A railway undertaking, ticket vendor or tour operator may not refuse to accept a reservation from, or issue a ticket to, a person with disabilities or a person with reduced mobility, or require that such person be accompanied by another person, unless this is strictly necessary in order to comply with the access rules referred to in paragraph 1.	[same provision]

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295.		Amendment 90 Article 20 a (new)		
296.		<i>Article 20a</i>		
297.		<i>Railway undertakings and station managers shall, when complying with the TSI for persons with reduced mobility, also ensure that the station, platforms, rolling stock and other facilities are accessible to persons with disabilities and persons with reduced mobility.</i>		<i>C (in the Council discussions a provision like this was rejected due to the risk of changing the scope of the TSI, see line 389)</i>
298.	Article 21 Information to persons with disabilities and persons with reduced mobility		Article 21 Information to persons with disabilities and persons with reduced mobility	
299.		Amendment 91 Article 21 – paragraph 1		
300.	1. Upon request, a station manager, a railway undertaking, a ticket vendor or a tour operator shall provide persons with disabilities and persons with reduced mobility with information, including in accessible formats in accordance with the accessibility requirements	1. Upon request, a station manager, a railway undertaking, a ticket vendor or a tour operator shall provide persons with disabilities and persons with reduced mobility with information , including in accessible formats in accordance with the accessibility requirements	1. Upon request, a station manager, a railway undertaking, a ticket vendor or a tour operator shall provide persons with disabilities and persons with reduced mobility with information, including in accessible formats in accordance with the accessibility requirements	<i>A</i>

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	laid down in Regulation (EU) No 454/2011 and Directive XXX, on the accessibility of the station and associated facilities, rail services and on the access conditions of rolling stock in accordance with the access rules referred to in Article 20(1) and shall inform persons with disabilities and persons with reduced mobility about facilities on board.	laid down in Regulation (EU) No 454/2011 and Directive XXX <i>and Regulation No 1300/2014</i> , on the accessibility of the station and associated facilities, rail services and on the access conditions of rolling stock in accordance with the access rules referred to in Article 20(1) and shall inform persons with disabilities and persons with reduced mobility about facilities on board.	laid down in Commission Regulations (EU) No 454/2011 and No 1300/2014 and Directive (EU) 2019/882 , on the accessibility of the station and associated facilities, rail services and on the access conditions of rolling stock in accordance with the access rules referred to in Article 20(1) and shall inform persons with disabilities and persons with reduced mobility about facilities on board.	
301.		Amendment 92 Article 21 – paragraph 2		
302.	2. When a railway undertaking, ticket vendor or tour operator exercises the derogation provided for in Article 20(2), it shall upon request inform in writing the person with disabilities or person with reduced mobility concerned of its reasons for doing so within five working days of the refusal to make the reservation or to issue the	2. When a railway undertaking, ticket vendor or tour operator exercises the derogation provided for in Article 20(2), it shall upon request inform in writing the person with disabilities or person with reduced mobility concerned of its reasons for doing so within five working days of the refusal to make the reservation or to issue the	2. When a railway undertaking, ticket vendor or tour operator exercises the derogation provided for in Article 20(2), it shall upon request inform in writing the person with disabilities or person with reduced mobility concerned of its reasons for doing so within five working days of the refusal to make the reservation or to issue the	C

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	ticket or the imposition of the condition of being accompanied. The railway undertaking, ticket vendor or tour operator shall make reasonable efforts to propose an alternative transport option to the person in question taking into account his or her accessibility needs.	ticket or the imposition of the condition of being accompanied. The railway undertaking, ticket vendor or tour operator shall propose an alternative transport option to the person in question taking into account his or her accessibility needs.	ticket or the imposition of the condition of being accompanied. The railway undertaking, ticket vendor or tour operator shall make reasonable efforts to propose an alternative transport option to the person in question taking into account his or her accessibility needs.	
303.			3. In unstaffed stations, railway undertakings and station managers shall ensure that easily available information, including in accessible formats in accordance with the accessibility requirements laid down in Commission Regulations (EU) 454/2011, 1300/2014 and Directive (EU) 2019/882, is displayed in accordance with the access rules referred to in Article 20(1) regarding the nearest staffed stations and directly available assistance for persons with	C

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			disabilities and persons with reduced mobility.	
304.	Article 22 Assistance at railway stations		Article 22 Assistance at railway stations <u>and on board</u>	C
305.		Amendment 93 Article 22 – paragraph 1		
306.	1. On departure from, transit through or arrival at, a staffed railway station of a person with disabilities or a person with reduced mobility, the station manager or the railway undertaking or both shall provide assistance free of charge in such a way that that person is able to board the departing service, or to disembark from the arriving service for which he or she purchased a ticket, without prejudice to the access rules referred to in Article 20(1).	1. On departure from, transit through or arrival at, a staffed railway station of a person with disabilities or a person with reduced mobility, the station manager or the railway undertaking or both shall provide assistance free of charge in such a way that that person is able to board the departing service, or to disembark from the arriving service for which he or she purchased a ticket, without prejudice to the access rules referred to in Article 20(1). <i>The booking of assistance shall always be done without extra cost, irrespective of the communication channel being used.</i>	1. Persons with disabilities or persons with reduced mobility shall be assisted as follows:	C

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307.			a) The personal assistant, recognised as such in accordance with national practices, may travel with a special tariff and, and if applicable, free of charge and be seated, where practicable, next to the person with disabilities.	<i>C</i>
308.			Where a railway undertaking requires that a person with disabilities needs to be accompanied on board the train in accordance with Article 20(2), the accompanying person shall be entitled to travel free of charge and be seated, where practicable, next to the person with disabilities.	<i>C</i>
309.			They shall be allowed to be accompanied by an assistant dog in accordance with any relevant national law;	<i>C</i>

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310.		Amendment 94 Article 22 – paragraph 2		
311.	2. In the absence of staff at a station, railway undertakings and station managers shall make all reasonable efforts to enable disabled persons or persons with reduced mobility to have access to travel by rail.	2. In the absence of <i>accompanying staff on board a train or</i> staff at a station, railway undertakings and station managers shall make all reasonable efforts to enable disabled persons or persons with reduced mobility to have access to travel by rail <i>in conformity with the accessibility requirements of Directive XXX [European Accessibility Act] and Regulation (EU) No 454/2011.</i>	[deleted]	<i>C</i>
312.			b) on departure from, transit through or arrival at, a staffed railway station of a person with disabilities or a person with reduced mobility, assistance shall be provided the station manager or the railway undertaking or both shall provide assistance free of charge in such a way that that person is able to board the train, to transfer to a	<i>C</i>

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			connecting rail service for which he or she has a ticket, or to alight the train departing service, or to disembark from the arriving service for which he or she purchased a ticket, without prejudice to the access rules referred to in Article 20(1). Such assistance shall be available all times when there is trained staff on duty at the station;	
313.		Amendment 95 Article 22 – paragraph 3		
314.	3. In unstaffed stations, railway undertakings and station managers shall ensure that easily available information, including in accessible formats in accordance with the accessibility requirements laid down in Directive XXX, is displayed in accordance with the access rules referred to in Article 20(1) regarding the nearest staffed stations and directly available assistance for	3. In unstaffed stations, railway undertakings and station managers shall ensure that easily available information, including in accessible formats in accordance with the accessibility requirements laid down in Directive XXX, and in Regulation No 1300/2014 is displayed in accordance with the access rules referred to in Article 20(1) regarding the nearest staffed stations and	[<i>deleted</i>]	<i>C</i>

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	persons with disabilities and persons with reduced mobility.	directly available assistance for persons with disabilities <i>and</i> persons with reduced mobility.		
315.			c) at unstaffed stations railway undertakings shall provide assistance free of charge on board a train and during boarding and alighting from a train if the train is accompanied by trained staff;	C
316.		Amendment 96 Article 22 – paragraph 4		
317.	4. Assistance shall be available in stations during all times when rail services operate.	<i>deleted</i>	[<i>deleted</i>]	C
318.			e) the railway undertaking shall make all reasonable efforts to provide access to the same onboard services as other passengers, where these persons cannot have access to those services independently and safely.	C
319.			5. The rules referred to in Article 20(1) shall establish the modalities for the rights referred to in paragraph 1.	C

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320.	Article 23 Assistance on board		[<i>deleted</i>]	<i>C</i>
321.	1. Without prejudice to the access rules as referred to in Article 20(1), railway undertakings shall provide persons with disabilities and persons with reduced mobility assistance free of charge on board a train and during boarding and disembarking from a train.		[<i>deleted</i>]	<i>C</i>
322.		Amendment 97 Article 23 – paragraph 2		
323.	2. In the absence of accompanying staff on board a train, railway undertakings shall make reasonable efforts to enable persons with disabilities or persons with reduced mobility to have access to travel by rail.	(2) In the absence of accompanying staff on board a train, railway undertakings shall nevertheless enable persons with disabilities or persons with reduced mobility to have access to travel by rail.	[<i>deleted</i>]	<i>C</i>
324.		Amendment 98 Article 23 – paragraph 3		
325.	3. For the purposes of this Article, assistance on board shall consist of all reasonable efforts to offer assistance to a person with	(3) A person with disabilities or a person with reduced mobility must be offered assistance in order to allow that person to have access	[<i>deleted</i>]	<i>C</i>

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	disabilities or a person with reduced mobility in order to allow that person to have access to the same services in the train as other passengers, should the extent of the person's disability or reduced mobility not allow him or her to have access to those services independently and in safety.	to the same services in the train as other passengers, should the extent of the person's disability or reduced mobility not allow him or her to have access to those services independently and in safety.		
326.		Amendment 99 Article 23 – paragraph 4		
327.	4. Assistance shall be available on board trains during all times when rail services operate.	<i>deleted</i>	<i>[deleted]</i>	<i>C</i>
328.	Article 24 Conditions under which assistance is provided		Article 24 Conditions under which assistance is provided	
329.		Amendment 100 Article 24 – paragraph 1		
330.	Railway undertakings, station managers, ticket vendors and tour operators shall cooperate in order to provide assistance to persons with disabilities and persons with reduced mobility in line with Articles 20 and 21	Railway undertakings, station managers, ticket vendors and tour operators shall cooperate in order to provide assistance <i>free of charge</i> to persons with disabilities and persons with reduced mobility in line with	Railway undertakings, station managers, ticket vendors and tour operators shall cooperate in order to provide assistance to persons with disabilities and persons with reduced mobility in line with , as specified in	<i>B</i>

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	in accordance with the following points:	Articles 20 and 21 in accordance with the following points:	Articles 20 and 22 , in accordance with the following points:	
331.	(a) assistance shall be provided on condition that the railway undertaking, the station manager, the ticket vendor or the tour operator with which the ticket was purchased is notified of the person's need for such assistance at least 48 hours before the assistance is needed. Where a ticket or season ticket permits multiple journeys, one notification shall be sufficient provided that adequate information on the timing of subsequent journeys is provided. Such notifications shall be forwarded to all other railway undertakings and station managers involved in the person's journey;	(a) assistance <i>in stations</i> shall be provided <i>during times rail services operate</i> on condition that the railway undertaking, the station manager, the ticket vendor or the tour operator with which the ticket was purchased is notified of the person's need for such assistance <i>at least 12 hours</i> before the assistance is needed. <i>In stations where daily traffic exceeds 10 000 passengers per day, no pre-notification is needed, however, the person in need of assistance shall be at the respective station at least 30 minutes before the departure of the train. In stations where daily traffic is between 2 000 and 10 000 passengers per day, the notification shall be reduced to maximum three hours.</i> Where a ticket or	(a) assistance shall be provided on condition that the railway undertaking, the station manager, the ticket vendor or the tour operator with which the ticket was purchased, or the Single Point of Contact referred to in point (f), where applicable, is notified by the passenger or her/his representative of the person's passenger's need for such assistance at least 48 hours before the assistance is needed. Such notifications shall be forwarded to all railway undertakings and station managers involved in the journey. Where a ticket or season ticket permits multiple journeys, one notification shall be sufficient provided that adequate information on the timing of subsequent	C

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		season ticket permits multiple journeys, one notification shall be sufficient provided that adequate information on the timing of subsequent journeys is provided. Such notifications shall be forwarded to all other railway undertakings and station managers involved in the person's journey;	journeys is provided, and in any case at least 48 hours before the first time the assistance is needed. The passenger or his/her representative shall make all reasonable efforts to inform of any annulation of such subsequent journeys at least 12 hours in advance. Such notifications shall be forwarded to all other railway undertakings and station managers involved in the person's journey;	
332.	(b) railway undertakings, station managers, ticket vendors and tour operators shall take all measures necessary for the reception of notifications;		(b) railway undertakings, station managers, ticket vendors and tour operators shall take all measures necessary for the reception of notifications. Where ticket vendors are unable to process such notifications, they shall indicate alternative points of purchase or alternative means to make the notification;	B
333.	(c) if no notification is made in		(c) if no notification is made in	[same provision]

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	accordance with point (a), the railway undertaking and the station manager shall make all reasonable efforts to provide assistance in such a way that the person with disabilities or person with reduced mobility may travel;		accordance with point (a), the railway undertaking and the station manager shall make all reasonable efforts to provide assistance in such a way that the person with disabilities or person with reduced mobility may travel;	
334.	(d) without prejudice to the powers of other entities regarding areas located outside the railway station premises, the station manager or any other authorised person shall designate points, within and outside the railway station, at which persons with disabilities and persons with reduced mobility can make known their arrival at the railway station and, if need be, request assistance;		(d) without prejudice to the powers of other entities regarding areas located outside the railway station premises, the station manager or any other authorised person shall designate points, within and outside the railway station, at which persons with disabilities and persons with reduced mobility can make known their arrival at the railway station and, if need be, request assistance;	<i>B (legal issue of addressing non-transport sector through transport legislation)</i>

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335.		Amendment 102 Article 24 – paragraph 1 – point e		
336.	(e) assistance shall be provided on condition that the person with disabilities or person with reduced mobility presents him or herself at the designated point at a time stipulated by the railway undertaking or station manager providing such assistance. Any time stipulated shall not be more than 60 minutes before the published departure time or the time at which all passengers are asked to check in. If no time is stipulated by which the person with disabilities or person with reduced mobility is required to present him or herself, the person shall present him or herself at the designated point at least 30 minutes before the published departure time or the time at which all passengers are	(e) assistance shall be provided on condition that the person with disabilities or person with reduced mobility presents <i>themselves</i> at the designated point at a time stipulated by the railway undertaking or station manager providing such assistance. Any time stipulated shall not be more than 60 minutes before the published departure time or the time at which all passengers are asked to check in.	(e) assistance shall be provided on condition that the person with disabilities or person with reduced mobility presents him or herself at the designated point at a time stipulated by the railway undertaking or station manager providing such assistance. Any time stipulated shall not be more than 60 minutes before the published departure time or the time at which all passengers are asked to check in. If no time is stipulated by which the person with disabilities or person with reduced mobility is required to present him or herself, the person shall present him or herself at the designated point at least 30 minutes before the published departure time or the time at which all passengers are	<i>B or C</i>

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	asked to check in.		asked to check in.	
337.			(f) Member States may require that station managers and railway undertakings on their territory cooperate to establish and to operate Single Points of Contact for persons with disabilities and persons with reduced mobility. The terms for the operation of the Single Points of Contact shall be established in the accessibility rules referred to in Article 20(1). Those Single Points of Contact have the responsibility to:	<i>C</i>
338.			(i) accept requests for assistance at stations;	<i>C</i>
339.			(ii) communicate individual requests of assistance to station managers and railway undertakings; and	<i>C</i>
340.			(iii) provide information on accessibility.	<i>C</i>

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341.	Article 25 Compensation in respect of mobility equipment, other specific equipment or assistive devices		<i>Article 25</i> Compensation in respect of mobility equipment, other specific equipment or assistive devices and assistant dogs	B
342.		Amendment 103 Article 25 – paragraph 1		
343.	1. Where railway undertakings and station managers cause loss of, or damage to, wheelchairs, other mobility equipment or assistive devices and assistant dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for and compensate that loss or damage.	1. Where railway undertakings and station managers cause loss of, or damage to, wheelchairs, other mobility equipment or assistive devices and <i>certified service animal</i> used by persons with disabilities and persons with reduced mobility, they shall be liable for and compensate that loss or damage <i>as soon as possible</i> .	1. Where railway undertakings and station managers cause loss of, or damage to, mobility equipment such as wheelchairs, other mobility equipment or to assistive devices, and or loss or injury of certified assistant dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for and compensate that loss or damage.	B
344.		Amendment 104 Article 25 – paragraph 2		
345.	2. The compensation referred to in paragraph 1 shall be equal to the cost of replacement or repair of the equipment or devices lost or damaged.	2. The compensation referred to in paragraph 1 shall be <i>paid in a timely manner and shall be</i> equal to the <i>full</i> cost of replacement <i>based on the actual value,</i> or <i>on the full costs of</i> repair	2. The compensation referred to in paragraph 1 shall be equal to the cost of replacement or repair of the mobility equipment or assistive devices lost or damaged. For assistant dogs, the	B

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		of the <i>wheelchair</i> , equipment or devices lost or damaged, <i>or the loss or injury of the certified service animal. The compensation shall also cover the costs of temporary replacement in case of repair, where such costs are borne by the passenger.</i>	compensation referred to in paragraph 1 shall be equal to the cost of replacement or the treatment of the injury.	
346.	3. Where necessary, railway undertakings and station managers shall make every reasonable effort rapidly to provide temporary replacements for specific equipment or assistive devices, which shall, where possible, have technical and functional features equivalent to those lost or damaged. The person with disabilities or reduced mobility shall be permitted to keep the temporary replacement equipment or device until the compensation referred to in paragraphs 1 and 2 has been		3. Where necessary Where paragraph 1 applies , railway undertakings and station managers shall make all every reasonable efforts rapidly to provide immediately needed temporary replacements for specific mobility equipment or assistive devices, which shall, where possible, have technical and functional features equivalent to those lost or damaged. The person with disabilities or reduced mobility shall be permitted to keep the that temporary replacement equipment or device until the compensation	B

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	paid.		referred to in paragraphs 1 and 2 has been paid.	
347.	Article 26 Staff training		Article 26 Staff training	
348.	Railway undertakings and station managers shall:		Railway undertakings and station managers shall:	[<i>same provision</i>]
349.		Amendment 105 Article 26 – paragraph 1 – point a		
350.	(a) ensure that all personnel, including those employed by any other performing party, providing direct assistance to persons with disabilities and persons with reduced mobility, know how to meet the needs of persons with disabilities and of persons with reduced mobility, including those with mental and intellectual impairments;	(a) ensure that all <i>staff</i> , including those employed by any other performing party, providing direct assistance to persons with disabilities and persons with reduced mobility, <i>receive disability-related training in order to</i> know how to meet the needs of persons with disabilities and of persons with reduced mobility, including those with mental and intellectual impairments;	(a) ensure that all personnel; including those employed by any other performing party , providing, in their regular duties , direct assistance to persons with disabilities and persons with reduced mobility, know how to meet the needs of persons with disabilities and of persons with reduced mobility, including those with mental and intellectual impairments;	B
351.	(b) provide training to raise awareness of the needs of persons with disabilities among all personnel working at the station who deal directly with the		(b) provide training and regular refresher training courses to raise awareness of the needs of persons with disabilities and persons with reduced mobility	B

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	travelling public;		among all personnel, working at the station and onboard trains , who deal directly with the travelling public.;	
352.		Amendment 106 Article 26 – paragraph 1 – point c		
353.	(c) ensure that, upon recruitment, all new employees receive disability-related training and that personnel attend regular refresher training courses.	(c) ensure that, upon recruitment, all new <i>staff who will deal directly with the travelling public</i> receive <i>an introduction to disability-related issues for passengers and the railway undertaking, and that employees who provide direct assistance to passengers with reduced mobility receive</i> disability- related training and attend regular refresher training courses.	[deleted]	<i>C (overlap with point (a)?)</i>
354.		Amendment 107 Article 26 – paragraph 1 – point d		
355.	(d) accept upon request the participation, in the training, of employees with disabilities, passengers with	(d) <i>may accept</i> the participation, in the training, of employees with disabilities, <i>and consider</i>	[deleted]	<i>C</i>

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	disabilities and with reduced mobility, and/or organisations representing them.	<i>the participation of passengers with disabilities and with reduced mobility, and/or organisations representing them.</i>		

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356.	Chapter VI Security, complaints and quality of service		Chapter VI Security, complaints and quality of service	
357.	Article 27 Personal security of passengers		Article 27 Personal security of passengers	
358.	In agreement with public authorities, railway undertakings, infrastructure managers and station managers shall take adequate measures in their respective fields of responsibility and adapt them to the level of security defined by the public authorities to ensure passengers' personal security in railway stations and on trains and to manage risks. They shall cooperate and exchange information on best practices concerning the prevention of acts, which are likely to deteriorate the level of security.		In agreement with public authorities, railway undertakings, infrastructure managers and station managers shall take adequate measures in their respective fields of responsibility and adapt them to the level of security defined by the public authorities to ensure passengers' personal security in railway stations and on trains and to manage risks. They shall cooperate and exchange information on best practices concerning the prevention of acts, which are likely to deteriorate the level of security.	[same provision]
359.	Article 28 Complaints		Article 28 Complaints	
360.		Amendment 108 Article 28 – paragraph 1		
361.	1. All railway undertakings, ticket vendors, station managers and infrastructure managers of stations	1. All railway undertakings, ticket vendors and stations managers shall set up a complaint-handling	1. All railway undertakings, ticket vendors and station managers and infrastructure managers of stations handling	C

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	handling more than 10 000 passengers per day on average over a year shall each set up a complaint handling mechanism for the rights and obligations covered in this Regulation in their respective field of responsibility. They shall make their contact details and working language(s) widely known to passengers.	mechanism for the rights and obligations covered in this Regulation in their respective field of responsibility. They shall make their contact details and working language(s) widely known to passengers. <i>Passengers should be able to file complaints in the official language(s) of the Member State in which the respective railway undertaking, ticket vendor and station manager are established and in any event in English.</i>	more than 10 000 passengers per day on average over a year shall each set up a complaint-handling mechanism for the rights and obligations covered in this Regulation in their respective field of responsibility. They shall make their contact details and working language(s) widely known to passengers. This mechanism does not apply to Chapter III.	
362.		Amendment 109 Article 28 – paragraph 2		
363.	2. Passengers may submit a complaint to any railway undertaking, ticket vendor, railway station or infrastructure manager involved. Complaints shall be submitted within six months of the incident that is the subject of the complaint. Within one	2. Passengers may submit a complaint to any railway undertaking, ticket vendor <i>or station manager</i> involved. Complaints shall be submitted within six months of the incident that is the subject of the complaint. Within one month of receiving the	2. Under the mechanisms referred to in paragraph 1, passengers may submit a complaint to any railway undertaking, ticket vendor, railway or station or infrastructure manager involved regarding their respective fields of responsibilities. Complaints	<i>B</i>

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	month of receiving the complaint, the addressee shall either give a reasoned reply or, in justified cases, inform the passenger by what date within a period of less than three months from the date of receipt of the complaint a reply can be expected. Railway undertakings, ticket vendors, station managers and infrastructure managers shall keep the incident data necessary to assess the complaint for two years and make them available to national enforcement bodies upon request.	complaint, the addressee shall either give a reasoned reply or, in justified cases, inform the passenger <i>that the passenger will get a reply</i> within a period of less than three months from the date of receipt of the complaint.	shall be submitted within six three months of the incident that is the subject of the complaint. Within one month of receiving the complaint, the addressee shall either give a reasoned reply or, in justified cases, inform the passenger that he or she will get a reply by what date within a period of less than three months from the date of receipt of the complaint a reply can be expected . Railway undertakings, ticket vendors, and station managers and infrastructure managers shall keep the incident data necessary to assess the complaint for two years the duration of the entire complaint handling procedure, including the complaint handling procedures referred to in Articles 33 and 34, and make them it available to national enforcement bodies upon request.	

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364.		Amendment 110 Article 28 – paragraph 3		
365.	3. Details of the complaint handling procedure shall be accessible to persons with disabilities and with reduced mobility.	3. Details of the complaint handling procedure shall be <i>easily available to passengers and</i> accessible to persons with disabilities and with reduced mobility. <i>This information shall be available upon request in the official language(s) of the Member State in which the railway undertaking is established.</i>	3. Details of the complaint handling procedure shall be publicly accessible, including to persons with disabilities and with reduced mobility.	B
366.	4. The railway undertaking shall publish in the annual report referred to in Article 29 the number and categories of received complaints, processed complaints, response time and possible improvement actions undertaken.		4. The railway undertaking shall publish in the annual report referred to in Article 29 the number and categories of received complaints, processed complaints, response time and possible improvement actions undertaken.	C (annual reporting)
367.		Amendment 111 Article 28 – paragraph 4 a (new)		
368.		4a. The Commission shall adopt implementing acts setting out a standardised Union complaint form for		B

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		<i>passengers to use in order to apply for compensation in accordance with this Regulation. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 37a(2).</i>		
369.	Article 29 Service quality standards		Article 29 Service quality standards	
370.	1. Railway undertakings and station managers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex III.		1. Railway undertakings and station managers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex III.	<i>C (see line 374)</i>
371.	2. Railway undertakings and station managers shall monitor their own performance as reflected in the service quality standards. Railway undertakings shall each year publish a report on their service quality performance		2. Railway undertakings and station managers shall monitor their own performance as reflected in the service quality standards. Railway undertakings shall each year publish a report on their service quality performance	<i>C (see line 374)</i>

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	together with their annual report. Railway undertakings shall publish the reports on service quality performance on their website . In addition, these reports shall be made available on the website of the European Union Agency for Railways.		together with their annual report on their website at the latest by 30 June [OJ: Add the year of entry into force + 2 yrs], and every two years thereafter. Railway undertakings shall publish the reports on service quality performance on their website. In addition, these reports shall be made available on the website of the European Union Agency for Railways.	
372.		Amendment 112 Article 29 – paragraph 2 a (new)		
373.		<i>2a. Railway undertakings and station managers actively cooperate with organisations representing people with disabilities to improve the quality of accessibility of transport services.</i>		<i>B</i>
374.			3. Station managers shall establish service quality standards based on the relevant items listed in Annex III. They shall	<i>C</i>

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			monitor their performance pursuant to these standards and provide access to the information on their performance to the national public authorities on request.	

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375.	Chapter VII Information and enforcement		Chapter VII Information and enforcement	
376.	Article 30 Information to passengers about their rights		Article 30 Information to passengers about their rights	
377.		Amendment 113 Article 30 – paragraph 1		
378.	1. When selling tickets for journeys by rail, railway undertakings, station managers, ticket vendors and tour operators shall inform passengers of their rights and obligations under this Regulation. In order to comply with this information requirement, they may use a summary of the provisions of this Regulation prepared by the Commission in all official languages of the Union and made available to them. In addition, they shall provide a notice on the ticket, in either paper or electronic format or by any other means, including in accessible formats for persons with disabilities and	1. When selling tickets for journeys by rail, railway undertakings, station managers, ticket vendors and tour operators shall inform passengers of their rights and obligations under this Regulation. In order to comply with this information requirement, they may use a summary of the provisions of this Regulation prepared by the Commission in all official languages of the Union and made available to them. In addition, they shall provide information , in either paper or electronic format or by any other means, including in accessible formats for persons with disabilities and persons with reduced	1. When selling tickets for journeys by rail, railway undertakings, station managers, ticket vendors and tour operators shall inform passengers of their rights and obligations under this Regulation. In order to comply with this information requirement, they may use a summary of the provisions of this Regulation prepared by the Commission in all official languages of the Union and made available to them. In addition, they shall provide a notice on the ticket, in either paper or electronic format or by any other means, including in accessible formats for persons with disabilities and persons with reduced mobility in	B

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	persons with reduced mobility in accordance with the requirements laid down in Directive XXX. That notice shall specify where such information can be obtained in the event of cancellation, missed connection or long delay.	mobility in accordance with the requirements laid down in Regulation 1300/2014 that specifies where such information can be obtained in the event of cancellation, missed connection or long delay.	accordance with the requirements laid down in Directive (EU) 2019/882 and in Commission Regulation (EU) No 1300/2014. That notice shall specify where such information can be obtained in the event of cancellation, missed connection or long delay. Where it is not feasible to provide the notice on the ticket, they shall inform the passenger by other means.	
379.		Amendment 114 Article 30 – paragraph 2		
380.	2. Railway undertakings and station managers shall inform passengers in an appropriate manner, including in accessible formats in accordance with the accessibility requirements in Directive XXX, at the station and on the train, of their rights and obligations under this Regulation, and of the contact details of the body or bodies designated by	2. Railway undertakings and station managers shall inform passengers in an appropriate manner, including in accessible formats in accordance with the accessibility requirements in Regulation 1300/2014 , at the station, on the train and on their website , of their rights and obligations under this Regulation, and of the contact details of the body	2. Railway undertakings and station managers shall inform passengers in an appropriate manner, including in accessible formats in accordance with the accessibility requirements in Directive (EU) 2019/882 and in Commission Regulation (EU) No 1300/2014, at the station and on the train, of their rights and obligations under this Regulation, and of the contact details of the	B

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	Member States pursuant to Article 31.	or bodies designated by Member States pursuant to Article 31.	body or bodies designated by Member States pursuant to Article 31.	
381.	Article 31 Designation of national enforcement bodies		Article 31 Designation of national enforcement bodies	
382.	Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation. Each body shall take the measures necessary to ensure that the rights of passengers are respected.		Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation. Each body shall take the measures necessary to ensure that the rights of passengers are respected.	[same provision]
383.	Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any infrastructure manager, charging body, allocation body or railway undertaking.		Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any infrastructure manager, charging body, allocation body or railway undertaking.	[same provision]
384.		Amendment 115 Article 31 – paragraph 3		
385.	Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities.	Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities <i>and shall publish them in a</i>	Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities.	B

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		<i>suitable place on their website.</i>		
386.			The enforcement obligations as regards railway undertakings, station managers and infrastructure managers provided for in this Chapter shall not apply to Cyprus or Malta for as long as no railway system is established within their respective territories.	C
387.	Article 32 Enforcement tasks		Article 32 Enforcement tasks	
388.		Amendment 116 Article 32 – paragraph 1		
389.	1. The national enforcement bodies shall closely monitor compliance with this Regulation and take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, railway undertakings, station managers and infrastructure managers shall provide the bodies with relevant documents and information at their request. In carrying out their functions, the	1. The national enforcement bodies shall closely monitor compliance with this Regulation and take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, railway undertakings, station managers and infrastructure managers shall provide the bodies with relevant documents and information at their request <i>without delay and in any event</i>	1. The national enforcement bodies shall closely monitor compliance with this Regulation, including with Commission Regulations 454/2011 and 1300/2014 as far as those Regulations are referred to in this Regulation , and take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, railway undertakings, station managers and infrastructure managers shall provide the	C (see line 297)

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	bodies shall take account of the information submitted to them by the body designated under Article 33 to handle complaints, if this is a different body. They may also decide on enforcement actions based on individual complaints transmitted by such a body.	<i>within one month</i> . In carrying out their functions, the bodies shall take account of the information submitted to them by the body designated under Article 33 to handle complaints, if this is a different body. Member States shall ensure that national enforcement and complaint handling bodies shall be given sufficient powers and resources for the adequate and effective enforcement of individual complaints from passengers under this Regulation.	bodies with relevant documents and information at their request. In carrying out their functions, the bodies shall take account of the information submitted to them by the body designated under Article 33 to handle complaints, if this is a different body. They may also decide on enforcement actions based on individual complaints transmitted by such a body.	
390.		Amendment 117 Article 32 – paragraph 2		
391.	2. The national enforcement bodies shall publish statistics on their activity, including on sanctions applied, every year, at the latest at the end of April of the following calendar year.	2. The national enforcement bodies shall <i>each year</i> publish <i>reports with</i> statistics on their <i>websites detailing the number and type of complaints that they have received, detailing the outcome of their enforcement actions</i> , including <i>the</i> sanctions <i>that</i>	2. The national enforcement bodies shall publish statistics on their activity, including on sanctions applied, every two years, at the latest at the end of April June of the following calendar year.	C

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		<i>they have applied. This shall be done for each year by no later than the first day of April of the succeeding year. In addition, these reports shall be made available on the website of the European Union Agency for Railways.</i>		
392.	3. Railway undertakings shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.		3. Railway undertakings shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.	[same provision]
393.		Amendment 118 Article 32 – paragraph 3 a (new)		
394.		<i>3a. The national enforcement bodies, in collaboration with representative organisations of persons with disabilities and with reduced mobility, shall conduct regular audits of the assistance services provided in accordance with this Regulation and publish the results in accessible and commonly</i>		<i>C</i>

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		<i>used formats.</i>		
395.	Article 33 Complaint handling by national enforcement bodies		Article 33 Complaint handling by national enforcement bodies	
396.		Amendment 119 Article 33 – paragraph 1		
397.	1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council ²⁰ , after having complained unsuccessfully to the railway undertaking, ticket vendor, station or infrastructure manager pursuant to Article 28, the passenger may complain to an enforcement body. Enforcement bodies shall inform complainants about their right to complain to alternative dispute resolution bodies to seek individual redress.	1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council ²⁰ , after having complained unsuccessfully to the railway undertaking, station or infrastructure manager pursuant to Article 28, the passenger may complain to an enforcement body. Enforcement bodies shall inform complainants about their right to complain to alternative dispute resolution bodies to seek individual redress. <i>Member States shall ensure that enforcement or complaint-handling bodies are recognised for the purposes of alternative redress</i>	1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council ²⁰ , after having complained unsuccessfully to the railway undertaking, ticket vendor, or station or infrastructure manager pursuant to Article 28 the passenger may complain to an enforcement a body referred to in paragraph 2 within 3 months from receiving information on the rejection of the original complaint. Where no reply is received within 3 months from making the original complaint, the passenger has the right to complain to the body referred to in paragraph 2. Enforcement	C

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	<p>-----</p> <p>²⁰ Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 14).</p>	<p>-----</p> <p>²⁰ Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 14).</p>	<p>Where necessary, that body shall inform the his or her complainant about their his or her right to complain to alternative dispute resolution bodies to seek individual redress.</p>	
398.		Amendment 120 Article 33 – paragraph 2		
399.	2. Any passenger may complain to the national enforcement body, or any other body designated by a	2. Any passenger may complain to the national enforcement body, or any other body designated by a	2. Any passenger may complain either to the national enforcement body, or any other body designated by a	<i>C (as there may be civil law issues involved)</i>

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	Member State for that purpose, about an alleged infringement of this Regulation.	Member State for that purpose, about an alleged infringement of this Regulation. <i>Complaints may also be made by organisations representing groups of passengers.</i>	Member State for that purpose, about an alleged infringement of this Regulation.	
400.		Amendment 121 Article 33 – paragraph 3 – subparagraph 1		
401.	3. The body shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint handling procedure shall take a maximum of three months. For complex cases, the body may, at its discretion, extend this period to six months. In such a case, it shall inform the passenger of the reasons for the extension and of the expected time needed to conclude the procedure. Only cases that involve legal proceedings may take longer than six months. Where the body is also an	3. The body shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months. For complex cases, the body may, at its discretion, extend this period to six months. In such a case, it shall inform the passenger <i>or organisation representing passengers</i> of the reasons for the extension and of the expected time needed to conclude the procedure. Only cases that involve legal proceedings may take	3. The body shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months from the date of the establishment of the complaint file . For complex cases, the body may, at its discretion, extend this period to six months. In such a case, it shall inform the passenger of the reasons for the extension and of the expected time needed to conclude the procedure. Only cases that involve legal proceedings may take longer than six	<i>C (as there may be civil law issues involved)</i>

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	alternative dispute resolution body within the meaning of Directive 2013/11/EU, the time limits laid down in that Directive shall prevail.	longer than six months. Where the body is also an alternative dispute resolution body within the meaning of Directive 2013/11/EU, the time limits laid down in that Directive shall prevail <i>and the use of online dispute resolution in accordance with Regulation 524/2013/EU^{1a} may be made available with the agreement of all parties involved.</i> ----- ^{1a} <i>Regulation 524/2013/EU of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p.1).</i>	months. Where the body is also an alternative dispute resolution body within the meaning of Directive 2013/11/EU, the time limits laid down in that Directive shall prevail.	
402.	The complaint handling procedure shall be made accessible to persons with disabilities and to persons		The complaint handling procedure shall be made accessible to persons with disabilities and to persons	[same provision]

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	with reduced mobility.		with reduced mobility.	
403.	4. Passenger complaints about an incident involving a railway undertaking shall be handled by the national enforcement body of the Member State that granted that undertaking's licence.		4. Passenger complaints about an incident involving a railway undertaking shall be handled by the national enforcement body, referred to in paragraph 2 , of the Member State that granted that undertaking's licence.	B
404.	5. Where a complaint relates to alleged violations by station or infrastructure managers, the national enforcement body shall be that of the Member State on whose territory the incident occurred.		5. Where a complaint relates to alleged violations by station or infrastructure managers, the national enforcement body shall be that the complaint shall be handled by the body referred to in paragraph 2 of the Member State on whose territory the incident occurred.	B
405.	6. In the framework of cooperation pursuant to Article 34 national enforcement bodies may derogate from paragraphs 4 or 5 where for justified reasons, in particular language or residence, this is in the passenger's interest.		6. In the framework of cooperation pursuant to Article 34 national enforcement the bodies may derogate from paragraphs 4 or 5 where for justified reasons, in particular language or residence, this is in the passenger's interest.	B

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
406.		Amendment 122 Article 33 a (new)		
407.		<i>Article 33 a Independent conciliation bodies</i>		<i>C</i>
408.		<i>The Member States shall install well-equipped independent conciliation bodies that will be easily accessible and affordable for passengers in case of conflicts with rail undertakings and ticket vendors on the enforcement of their rights.</i>		<i>C</i>
409.	Article 34 Exchange of information and cross-border cooperation between national enforcement bodies		Article 34 Exchange of information and cross-border cooperation between national enforcement bodies	
410.	1. Where different bodies are designated under Articles 31 and 33, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint handling		1. Where different bodies are designated under Articles 31 and 33, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body	[same provision]

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	body designated under Article 33 can collect the information necessary to examine individual complaints.		designated under Article 33 can collect the information necessary to examine individual complaints.	
411.	2. National enforcement bodies shall exchange information on their work and decision-making principles and practice for the purpose of coordination. The Commission shall support them in this task.		2. National enforcement bodies shall exchange information on their work and decision-making principles and practice for the purpose of coordination. The Commission shall support them in this task.	[same provision]
412.	3. The national enforcement bodies shall follow the procedure set out in Annex IV.		3. The national enforcement bodies shall follow the procedure set out in Annex IV. In complex cases such as cases involving multiple complaints or a number of operators, cross border travel or accidents on the territory of a Member State other than that which granted the undertaking's licence, in particular where it is unclear which national enforcement body is competent, or where it would facilitate or accelerate the resolution of	B or C

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			<p>the complaint, national enforcement bodies shall cooperate to identify a 'lead' body, which shall serve as single point of contact for passengers. All national enforcement bodies involved shall cooperate to facilitate the resolution of the complaint (including by sharing information, assisting with the translation of documents and providing information on the circumstances of incidents). Passengers shall be informed which body is acting as 'lead' body.</p>	

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
413.	Chapter VIII Final provisions		Chapter VIII Final provisions	
414.	Article 35 Penalties		Article 35 Penalties	
415.		Amendment 123 Article 35 – paragraph 1		
416.	1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.	1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive, and shall include, but not be limited to, a minimum fine or a percentage of the relevant undertaking or organisation's annual turnover, whichever is the higher. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.	1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.	C

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
417.	2. In the framework of cooperation referred to in Article 34 the national enforcement body which is competent for the purposes of Article 33(4) or (5) shall, upon request of the national enforcement body handling the complaint, investigate the infringement of this Regulation identified by that body and, if necessary, impose sanctions.		2. In the framework of cooperation referred to in Article 34 the national enforcement body which is competent for the purposes of Article 33(4) or (5) shall, upon request of the national enforcement body handling the complaint, investigate the infringement of this Regulation identified by that body and, if necessary, impose sanctions.	[<i>same provision</i>]
418.	Article 36 Delegation of powers		Article 36 Delegation of powers	
419.	The Commission is empowered to adopt delegated acts in accordance with Article 37 in order to:		The Commission is empowered to adopt delegated acts in accordance with Article 37 in order to:	[<i>same provision</i>]
420.	(i) adjust the financial amounts referred to in Article 13 in light of inflation;		(i) adjust the financial amount referred to in Article 13(2) in light of inflation to take account of changes in the EU-wide Harmonised Index of Consumer Prices excluding energy and unprocessed food, as published by the Commission (Eurostat);	C

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
421.	(ii) amend Annexes I, II and III in order to take account of amendments to the CIV Uniform Rules and technological developments in this area.		(ii) amend Annex I , II and III in order to take account of amendments to the Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail (CIV), as set out in Appendix A to the Convention concerning International Carriage by Rail (COTIF) CIV Uniform Rules and technological developments in this area.	C
422.	Article 37 Exercise of the delegation		Article 37 Exercise of the delegation	
423.	1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article.		1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article.	[same provision]
424.	2. The power to adopt delegated acts referred to in Article 36 shall be conferred on the Commission for a period of five years from [date of entry into force of this Regulation]. The		2. The power to adopt delegated acts referred to in Article 36 shall be conferred on the Commission for a period of five years from [date of entry into force of this Regulation]. The	[same provision]

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	Commission shall draw up a report in respect of the delegation of power not later than nine months before the end of the five-year period. The delegation of power shall be tacitly extended for periods of an identical duration, unless the European Parliament or the Council opposes such extension not later than three months before the end of each period.		Commission shall draw up a report in respect of the delegation of power not later than nine months before the end of the five-year period. The delegation of power shall be tacitly extended for periods of an identical duration, unless the European Parliament or the Council opposes such extension not later than three months before the end of each period.	
425.	3. The delegation of power may be revoked at any time by the European Parliament or by the Council. A decision to revoke shall put an end to the delegation of the power specified in that decision. It shall take effect on the day following its publication in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.		3. The delegation of power may be revoked at any time by the European Parliament or by the Council. A decision to revoke shall put an end to the delegation of the power specified in that decision. It shall take effect on the day following its publication in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.	[same provision]

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
426.	<p>4. Before adopting a delegated act, the Commission shall consult experts designated by each Member State in accordance with the principles laid down in the Interinstitutional Agreement of 13 April 2016 on Better Law-Making²¹.</p> <p>-----</p> <p>²¹ Interinstitutional Agreement between the European Parliament, the Council of the European Union and the European Commission on Better Law-Making (OJ L 123, 12.5.2016, p. 1).</p>		<p>4. Before adopting a delegated act, the Commission shall consult experts designated by each Member State in accordance with the principles laid down in the Interinstitutional Agreement of 13 April 2016 on Better Law-Making²¹.</p> <p>-----</p> <p>²¹ Interinstitutional Agreement between the European Parliament, the Council of the European Union and the European Commission on Better Law-Making (OJ L 123, 12.5.2016, p. 1).</p>	[<i>same provision</i>]
427.	<p>5. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.</p>		<p>5. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.</p>	[<i>same provision</i>]
428.	<p>6. A delegated act adopted pursuant to this Article shall enter into force only if no objection has been expressed either by the European Parliament or by the Council within a period</p>		<p>6. A delegated act adopted pursuant to this Article shall enter into force only if no objection has been expressed either by the European Parliament or by the Council within a period</p>	[<i>same provision</i>]

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
	of two months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by two months at the initiative of the European Parliament or of the Council.		of two months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by two months at the initiative of the European Parliament or of the Council.	
429.		Amendment 124 Article 37 a (new)		
430.		<i>Article 37a Committee procedure</i>		B
431.		<i>1. The Commission shall be assisted by a committee. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011.</i>		B
432.		<i>2. Where reference is made to this paragraph, Article 4 of Regulation (EU) No 182/2011 shall apply.</i>		B

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
433.	Article 38 Report		Article 38 Report	
434.	The Commission shall report to the European Parliament and the Council on the implementation and the results of this Regulation [five years after the adoption of this Regulation].		The Commission shall report to the European Parliament and the Council on the implementation and the results of this Regulation [five years after the adoption of this Regulation].	[same provision]
435.	The report shall be based on information to be provided pursuant to this Regulation. The report shall be accompanied where necessary by appropriate proposals.		The report shall be based on information to be provided pursuant to this Regulation. The report shall be accompanied where necessary by appropriate proposals.	[same provision]
436.	Article 39 Repeal		Article 39 Repeal	
437.	Regulation (EC) 1371/2007 is repealed.		Regulation (EC) 1371/2007 is repealed with effect from [OJ: add the date on entry into force + 24 months] .	C
438.	References to the repealed Regulation shall be construed as references to this Regulation and shall be read in accordance with the correlation table in Annex V.		References to the repealed Regulation shall be construed as references to this Regulation and shall be read in accordance with the correlation table in Annex V.	[same provision]
439.	Article 40 Entry into force		Article 40 Entry into force	
440.	This Regulation shall enter into force on the twentieth day		This Regulation shall enter into force on the twentieth day	[same provision]

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	following that of its publication in the Official Journal of the European Union.		following that of its publication in the Official Journal of the European Union.	
441.			It shall apply from [OJ: add the date on entry into force + 24 months]	C
442.	This Regulation shall be binding in its entirety and directly applicable in all Member States.		This Regulation shall be binding in its entirety and directly applicable in all Member States.	[same provision]
443.	<p>Done at Brussels,</p> <p>For the European Parliament The President</p> <p>For the Council The President</p>			

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
444.	ANNEX I Extract from Uniform Rules concerning the contract for international carriage of passengers and luggage by rail (CIV)		ANNEX I Extract from Uniform Rules concerning the contract for international carriage of passengers and luggage by rail (CIV)	
445.	[...]		[...] TITLE I GENERAL PROVISIONS <i>Article 3</i> Definitions For purposes of these Uniform Rules, the term a) “carrier” means the contractual carrier with whom the passenger has concluded the contract of carriage pursuant to these Uniform Rules, or a successive carrier who is liable on the basis of this contract;	<i>B</i>

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
			<p>b) “substitute carrier” means a carrier, who has not concluded the contract of carriage with the passenger, but to whom the carrier referred to in letter a) has entrusted, in whole or in part, the performance of the carriage by rail;</p> <p>c) “General Conditions of Carriage” means the conditions of the carrier in the form of general conditions or tariffs legally in force in each Member State and which have become, by the conclusion of the contract of carriage, an integral part of it;</p> <p>d) “vehicle” means a motor vehicle or a trailer carried on the occasion of the carriage of passengers.</p> <p>[...]</p>	

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
446.	ANNEX II MINIMUM INFORMATION TO BE PROVIDED BY RAILWAY UNDERTAKINGS AND TICKET VENDORS		ANNEX II MINIMUM INFORMATION TO BE PROVIDED BY RAILWAY UNDERTAKINGS AND TICKET VENDORS	
447.	[...]			
448.		Amendment 125 Annex II – part I – indent 3		
449.	- Time schedules and conditions for the lowest <i>fares</i>	- Time schedules and conditions for <i>all available fares, including</i> the lowest <i>ones</i> .	- Time schedules and conditions for the lowest fares	B
450.	- Accessibility, access conditions and availability on board of facilities for persons with disabilities and persons with reduced mobility in accordance with the accessibility requirements laid down in Directive XXX		– Accessibility, access conditions and availability on board of facilities for persons with disabilities and persons with reduced mobility in accordance with the accessibility requirements laid down in Directive (EU) 2019/882 and in Commission Regulations (EU) 454/2011 and 1300/2014	B

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
451.		Amendment 126 Annex II – part I – indent 5		
452.	- Access conditions for bicycles	- Access <i>arrangements</i> for bicycles	- Availability and access conditions for bicycles	B
453.		Amendment 127 Annex II – part I – indent 6		
454.	- Availability of seats in <i>smoking and</i> non-smoking, first and second class as well as couchettes and sleeping carriages	- Availability of seats <i>for all applicable fares</i> in non-smoking (<i>and, where applicable, smoking</i>), first and second class as well as couchettes and sleeping carriages	- Availability of seats in smoking and non-smoking , first and second class as well as couchettes and sleeping carriages	B
455.		Amendment 128 Annex II – part I – indent 7		
456.	- <i>Any activities likely to disrupt or delay services</i>	- <i>Disruptions and delays (planned and in real time)</i>	- Any activities likely to disrupt or delay services	B
457.		Amendment 129 Annex II – part I – indent 8		
458.	- Availability of on-board services	- Availability of on-board services, <i>including wifi and toilets</i>	- Availability of on-board services, including the availability of staff to assist passengers	B
459.			- Information prior to purchase on whether the ticket or the tickets constitute a through-ticket	C

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460.		Amendment 130 Annex II – part II – indent 1		
461.	- On-board services	- On-board services, <i>including wifi</i>	- On-board services	B
462.		Amendment 131 Annex II – part II – indent 3		
463.	- Delays	- Disruptions and delays (planned and in real time)	- Delays	B

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
464.	ANNEX III MINIMUM SERVICE QUALITY STANDARDS		ANNEX III MINIMUM SERVICE QUALITY STANDARDS	
465.			<ul style="list-style-type: none"> - Information and tickets - Punctuality of services, and general principles to cope with disruptions to services - Cancellations of services - Cleanliness of rolling stock and station facilities (air quality and temperature control in carriages, hygiene of sanitary facilities, etc.) - Customer satisfaction survey - Complaint handling, refunds and compensation for non-compliance with service quality standards - Assistance provided to disabled persons and persons with reduced mobility. 	<i>C</i>
466.	[...]			
467.		Amendment 132 Annex III – part I – paragraph 2 – point 1 – point a – point iii – indent 2		

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468.	- percentage of delays of 60-119 minutes;	- percentage of delays of 91-120 minutes;	[<i>deleted</i>]	C
469.		Amendment 133 Annex III – part I – paragraph 2 – point 2 – indent 1 – point vii		
470.	(vii) provision of useful information throughout the journey;	(vii) provision of useful information throughout the journey, <i>including in relation to Wi-Fi and other on-board services;</i>	[<i>deleted</i>]	C
471.		Amendment 134 Annex III – part II – paragraph 1 – point 4 – indent 1 – point vii		
472.	(vii)accessibility of station and station facilities.	(vii)accessibility of station and station facilities, <i>including step-free access, escalators, elevators and luggage ramps.</i>	[<i>deleted</i>]	C

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
473.	ANNEX IV COMPLAINT-HANDLING PROCEDURE FOR NATIONAL ENFORCEMENT BODIES		[<i>deleted</i>]	<i>C</i>
474.	In complex cases such as cases involving multiple claims or a number of operators, cross-border travel or accidents on the territory of a Member State other than that which granted the undertaking's licence, in particular where it is unclear which national enforcement body is competent, or where it would facilitate or accelerate the resolution of the complaint, national enforcement bodies shall cooperate to identify a 'lead' body, which shall serve as single point of contact for passengers. All national enforcement bodies involved shall cooperate to facilitate the resolution of the complaint (including by sharing information, assisting with the translation of documents and providing information on the	In complex cases such as cases involving multiple claims or a number of operators, cross-border travel or accidents on the territory of a Member State other than that which granted the undertaking's licence, in particular where it is unclear which national enforcement body is competent, or where it would facilitate or accelerate the resolution of the complaint, national enforcement bodies shall cooperate to identify a 'lead' body, which shall serve as single point of contact for passengers. All national enforcement bodies involved shall cooperate to facilitate the resolution of the complaint (including by sharing information, assisting with the translation of documents and providing information on the	[<i>deleted</i>]	<i>C</i>

	Commission proposal, COM(2017) 548 final	European Parliament, P8 TA-PROV	Council	Presidency compromise proposal / remarks
	<p>circumstances of incidents). Passengers shall be informed which body is acting as ‘lead’ body.</p>	<p>circumstances of incidents). Passengers shall be informed which body is acting as ‘lead’ body. <i>In addition, in all cases, national enforcement bodies shall in any event ensure compliance with Regulation 2017/2394/EU ^{1a} of the European Parliament and of the Council.</i></p> <p>-----</p> <p><i>^{1a} Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004, OJ L 345, 27.12.2017.</i></p>		

	Commission proposal, COM(2017) 548 final	European Parliament, P8_TA-PROV	Council	Presidency compromise proposal / remarks
475.	ANNEX V CORRELATION TABLE			
476.	[... <i>not reproduced here</i>]			[<i>to be revised after the negotiations</i>]
477.	- 0 -			