

RAIL PASSENGER RIGHTS

Dear Passenger!

This summary covers the basic rights you have as a passenger in international rail journeys within the EU, Switzerland and Norway as well as on domestic trains within Slovenia.

More information on rail passenger rights is available at our ticket offices or by visiting our website at <http://www.slo-zeleznice.si/sl/potniki> as well as websites of other rail companies.

• Passenger Information

You are provided with information regarding ticket prices, train time schedules, services available for persons with reduced mobility, availability of carriage of bicycles, and special offers as well as delays and traffic disturbances.

• Ticket Issuing

You may purchase tickets at the designated ticket offices on train stations and stops as well as from authorized retailers. If you were unable to purchase a ticket at your station of departure, you may do so at the train you boarded without additional charges.

• Passengers with Reduced Mobility

If you have reduced mobility and wish to travel by rail, you are entitled to assistance on board, as well as during boarding and disembarking from a train. In order to obtain the best assistance possible, notify your needs at least 48 hours in advance during working days from 8 a.m. to 4 p.m. on the phone number **+386 1 29 13 391**, or by sending an e-mail to potnik.info@slo-zeleznice.si or a fax to **+386 1 29 12 925**.

• Delays and Cancellations

If you arrived at your final destination with a longer delay, you are entitled to compensation, which amounts to 25% of the ticket fare for a delay of 60 to 119 minutes, and 50% of the ticket fare for a delay of 120 minutes or more. The lowest ticket fare which you may require compensation for amounts to EUR 4. Weekly, monthly and annual season tickets as well as travel passes (InterRail and Eurail) are subject to special compensation arrangements.

In the event you are unable to continue your journey the same day due to a delay exceeding 60 minutes, a delay leading to a missed connection or a cancellation of service, you are entitled to: **a.** cancel your travel plans and request a reimbursement of the full cost of your ticket; **b.** continue your journey on an alternative route with another train from rail companies listed on your ticket (re-routing); **c.** cancel your travel plans during a journey you decided to continue, and request a reimbursement for the part of the journey not made; **d.** request a return service to your initial point of departure with another train from rail companies listed on your ticket as well as a reimbursement of the full cost of your ticket.

• Compensation for Overnight Accommodation

In the event you are unable to continue your journey on the same day due to a delay and a stay of one or more nights becomes necessary, you are entitled to compensation for a hotel or other accommodation of reasonable cost.

• Right of Compensation for Delay

You are not entitled to compensation if: **a.** you were informed of a delay before you purchased your ticket; **b.** the delay was caused by circumstances not connected with the operation of the railway and the rail company could not avoid them or prevent their consequences; **c.** the delay was caused by a third party (but you are still entitled to compensation if the delay was caused by another rail company).

• Damages in Case of Personal Injury or Death

If a passenger is injured or killed in a train accident which was caused by the fault of the rail company, they (or their dependants) are entitled to compensation.

• Complaints and Claims

Any complaints, compensation claims for delay or reimbursement requests may be submitted to the rail company which you purchased your ticket from, or any of the rail companies listed on your ticket. More information on complaints and claims is available under the free telephone number **080 19 10**, or by sending an e-mail to pritozbe.pohvale@slo-zeleznice.si as well as visiting our website at <http://www.slo-zeleznice.si>.

If you are not satisfied with the reply you received, you may contact the Post and Electronic Communications Agency of the Republic of Slovenia (APEK) either by sending a written appeal to the following address: Stegne 7, 1000 Ljubljana, calling **+386 1 583 63 00**, or by sending a fax message to **+386 1 511 11 01** or an e-mail to info.box@apek.si.

• Legal Basis

Your rights as a passenger in rail transport are based on the Uniform Rules concerning the Contract of International Carriage of Passengers by Rail (CIV) and Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations as well as General Terms and Conditions of Rail Transport (GCC) and Special Terms and Conditions of Rail Carriage by Slovenske železnice.