

Robert Plaskitt
Head of Access and Licensing
Telephone 020 7282 2072
E-mail rob.plaskitt@orr.gsi.gov.uk



23 December 2013

Gareth Williams
Director of Regulatory Affairs
Eurostar International Limited
Times House
Bravington's Walk
Regent Quarter
London N1 9AW

Dear Gareth,

Notice making changes to your SNRP: Eurostar International Limited

Eurostar International Limited (Eurostar), company number 02462001, holds a passenger statement of national regulatory provisions (SNRP) issued under regulation 10 and schedule 4 of the Railway (Licensing of Railway Undertakings) Regulations 2005 (the Regulations).

On 5 July 2013¹, we proposed to change operators' licences and SNRPs. The changes were to transfer responsibility for approving complaints handling (CHP) and disabled persons protection policies (DPPP) from the DfT to ORR. Any objections had to be made to ORR by 2 August 2013.

Eurostar's SNRP has bespoke wording and we discussed this with you. The schedule has been amended from the consultation wording to reflect these discussions and your particular position.

Under regulation 13(1) of the Regulations and with your consent I therefore modify Eurostar's SNRP to replace conditions 5 and 6 with the text set out in the schedule below.

I will place a copy of this letter on our website and public register. We will also update the SNRP on our website.

Yours sincerely

A handwritten signature in black ink that reads 'Robert Plaskitt'.

Rob Plaskitt

¹ ORR's 5 July 2013 consultation letter can be found at <http://www.rail-reg.gov.uk/upload/pdf/operators-disabled-policies-july-2013.pdf>

Schedule

Condition 5: Disabled People's Protection Policy

1. The SNRP holder shall establish and thereafter comply with:
 - (a) a statement of policy; and
 - (b) a detailed body of arrangements, procedures, services and other benefits to be implemented or provided by the SNRP holder,

designed to protect the interests of people who are disabled in their use of trains of which the SNRP holder is the operator pursuant to this SNRP and to facilitate such use (together the "DPPP").
2. In establishing the DPPP and in making any change to it, the SNRP holder shall have due regard to the code of practice published by the Secretary of State pursuant to section 71B of the Act and to articles 19 to 24 of the PRO Regulation.
3. The SNRP holder shall not establish, or make any material change to the DPPP unless and until:
 - (a) the PC and, where appropriate, LTUC has been advised; and
 - (b) the SNRP holder has submitted the DPPP, or (as the case may be) the proposed change, to ORR and ORR has approved it.
4. The SNRP holder shall keep the DPPP and the manner in which it has been implemented under review.
5. The SNRP holder shall:
 - (a) send a copy of the DPPP and of any material change to it to ORR and the PC and, where appropriate, LTUC;
 - (b) in a place of reasonable prominence at each station at which trains operated by the SNRP holder are scheduled to call, display or procure the display of a notice giving the address from which a current copy of the statement may be obtained; and
 - (c) make available free of charge a current copy of the statement to any person who requests it.
6. Nothing in this Condition shall oblige the SNRP holder to undertake any action that entails excessive cost, taking into account all the circumstances including the nature and scale of licensed activities.

Condition 6: Complaints Handling

1. The SNRP holder shall establish and thereafter comply with a procedure for handling complaints relating to licensed activities from its customers and potential customers (the "Complaints Procedure") and shall comply with article 27 of the PRO Regulation.
2. The SNRP holder shall not establish, or make any material change to the Complaints Procedure unless and until:
 - (a) the PC and, where appropriate, LTUC has been advised; and
 - (b) the SNRP holder has submitted the Complaints Procedure, or (as the case may be) the proposed change, to ORR and ORR has approved it.
3. The SNRP holder shall:
 - (a) send a copy of the Complaints Procedure and of any material change to it to ORR and the PC and, where appropriate, LTUC;
 - (b) in a place of reasonable prominence at each station at which trains operated by the SNRP holder are scheduled to call, display or procure the display of a notice giving the address from which a current copy of the Complaints Procedure may be obtained; and
 - (c) make available free of charge a current copy of the Complaints Procedure to any person who requests it.
4. The SNRP holder shall keep the Complaints Procedure and the manner in which it has been implemented under review.