Consultation on Accessible Travel Policy (ATP) Guidance redress requirements (HTML)

Annex A: List of consultation questions

Consultation questions

Consultation Question 1: What are your views on the proposal to require operators to determine all redress claims on a case-by-case basis? This would mean operators removing any provisions from their ATPs that cap or appear to be capping monetary compensation just to the ticket price or a multiple thereof. Please explain your answer, providing evidence wherever possible.

Consultation Question 2: Please submit evidence to us if there are particular cost impacts for operators arising from our proposals that we need to consider.

Consultation Question 3: Do you have any additional comments on other matters in the ATP Guidance that relate to the redress requirements?

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- → Next Annex B: Proposed amendments to ATP Guidance