

18 September 2020

To charter train operators holding European passenger licences and SNRPs:

Direct Rail Services Limited
GB Railfreight Limited
Locomotive Services (TOC) Limited
Rail Operations UK Limited
Vintage Trains Limited
West Coast Railway Company Limited

Licence Modifications: Rail Passengers' Rights and Obligations Regulations

We wrote to you on 25 June 2020¹, having completed our further considerations as to how the application of the Rail Passengers' Rights and Obligations Regulations 2010 (the "RPRO 2010") should be implemented in the passenger statement of national regulatory provisions ("SNRP") held by each charter train operator.

In the letter, we confirmed that we intended to implement the requirements of the RPRO 2010 through the SNRP modifications we had proposed originally in October 2019.

We are therefore issuing this notice to make the changes, as proposed in our letter of 22 October 2019². The modifications, which are effective immediately, can be found in the attached Annex.

The RPRO 2010 changes are marked in **red, underlined text**. We will update these modifications to the electronic version of your SNRP on our website in due course.

Yours faithfully,



Les Waters

¹ Letter at <https://bit.ly/2FKOM14>

² Letter at https://orr.gov.uk/_data/assets/pdf_file/0007/41938/consultation-letter-to-passenger-snrp-holders-october-2019.pdf. Note that for Charter operators, condition 3 does not include national ticketing obligations.

Annex

The following modifications are to be made to the SNRPs held by:

Direct Rail Services Limited
GB Railfreight Limited
Locomotive Services (TOC) Limited
Rail Operations UK Limited
Vintage Trains Limited
West Coast Railway Company Limited

1 Amend Condition 3 (Passenger Rights), paragraph 2 as follows:

“2. The SNRP holder shall comply with articles s 4-10, 15-18 and 28-29 of the PRO Regulation.”

2 Amend Condition 5 (Accessible Travel Policy), paragraph 2³, as follows:

“2. In establishing the ATP 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 s 19 to 24 of the PRO Regulation.”

3 Amend Condition 6 (Complaints Handling)⁴, paragraph 1, as follows:

“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 and shall comply with article 27 of the PRO Regulation (the “Complaints Procedure”).”

³ Please note - all references to “Disabled People’s Protection Policy” and “DPPP” were replaced with “Accessible Travel Policy” and “ATP” on 29 July 2019.

⁴ This does not apply to Rail Express Systems Limited, as it does not have this condition. Instead, the obligation will be placed through a modification to its condition relating to passenger rights. A separate modification notice will be issued to Rail Express Systems Limited in due course.