

Name

Jacqui Russell
Head of Consumer Policy
Strategy, Policy and Reform
Email ATP@orr.gov.uk

Richard Corser
Account Manager
DB Cargo (UK) Limited
By email

2 September 2025

Dear Richard,

**Approval of DB Cargo (UK) Limited's Accessible Travel Policy
(Condition 5 of the GB Statement of National Regulatory
Conditions: Passenger)**

Thank you for submitting DB Cargo (UK) Limited's (subsequently referred to as DB Cargo) Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station operators." I can confirm that DB Cargo's ATP meets the requirements of Condition 5 of its GB Statement of National Regulatory Conditions: Passenger (SNRP).

We recognise that the obligations which we could reasonably place upon DB Cargo, as a charter operator, are different in some areas to those placed on regular mainline operators. We therefore agreed on a proportionate approach that reflects both the specific nature of your operations and the principles set out in the ATP Guidance.

The ATP has been subject to several iterations to address key points raised during the review process. As part of this process, we consulted with the Disabled Persons Transport Advisory Committee (DPTAC) and Transport Focus. Their feedback was considered and incorporated where appropriate to strengthen the ATP and ensure it aligns with the needs of disabled passengers. We are satisfied that the final version reflects the main improvements identified during consultation and review.

We note some of the main areas in which DB Cargo differs from a mainline operator:

- **DB Cargo do not sell tickets or book assistance for their tours.** This will be done via a promoter, who will be the main passenger interface for ticket sales and booking assistance. DB Cargo will ensure that accessibility information regarding the rolling stock and stations called at, are made

available by the promoter at the point of booking assistance. This also includes signposting DB Cargo's ATP via a link on the promoter's website.

- **The rolling stock used by DB Cargo are heritage style, dating from the 1920s-1950s.** Therefore, most the carriages used across the different tours have accessibility restrictions due to their narrow corridors, small doorways, and limited onboard space. Your ATP strongly recommends that customers contact the promoter of the tour, who will advise on the specific limitations and the support staff can provide.
- **DB Cargo do not participate in the national Passenger Assist system for booking assistance.** DB Cargo only provide pre-booked charter services. Your ATP advises passengers to book their assistance at the point of booking their ticket.

You have confirmed that you will arrange a contract/service level agreement with your promoter/s that will reflect your ATP commitments.

We note that the drafting of your ATP did not include direct engagement with disabled people. You have confirmed that you will undertake such engagement within the next 12 months. This should include seeking feedback on your service and consulting on any accessibility issues that may impact passengers. The outcomes of this engagement should be documented and reflected as part of your annual ATP review.

A copy of this letter will be published on our website.

Yours sincerely,

Jacqui Russell

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