



EDF Webinar "What's new in the revised Regulation"

Regulation (EU) 2021/782 on rail passengers' rights and obligations (recast)

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Rail Passenger Rights Regulation [Regulation (EU) 2021/782] – focus on non-discrimination and free assistance

”PRM TSI” [Commission Regulation (EU) 1300/2014]
accessibility of railway stations and trains

European Accessibility Act [Directive (EU) 2019/882] –
complementary provisions on accessibility (e.g.
websites, ticketing machines) – applicable from June
2025



Regulation (EU) 2021/782

- Enter into application on 7 June 2023
- Repeals and replaces Regulation (EC) 1371/2007
- Introduces a number of amendments to Regulation (EC) 1371/2007

More restricted use of exemption by Member States

- Previous Regulation allowed Member States to broadly exempt operators in case of domestic services (long distance, regional, urban and suburban)
- Even where long-distance domestic services or regional services are exempted from the Regulation, the rules concerning persons with disability are mandatory
- Urban, and suburban services: non-discrimination (Art 21) and right to information (Article 22) still apply.

Assistance I. The pre-notification period was reduced by 50% (Article 24)

- Need for assistance shall be pre-notified 24 hours before the assistance is needed.
- If no notification in due time: the railway company/station manager has to make all reasonable efforts to provide assistance
- Member States may allow the 24-hour period to be extended up to 36 hours until 30 June 2026

Assistance 2 (cont) Article 24

- At staffed stations, station manager or railway undertaking shall provide assistance free of charge to allow person with disability to board the train, to alight from the train and to reach a connecting service for which (s)he has a ticket if there is trained staff on duty. Where the assistance need was duly pre-notified, they shall ensure that assistance is provided as requested.
- At unstaffed stations/trains: railway companies and station managers shall make all reasonable efforts to enable PwD to travel (in previous Regulation only information obligation regarding the nearest staffed station).

Assistance 3 (cont) Article 24

- If a railway company requires a person with disability to travel accompanied on-board the train (such request is only permissible where strictly necessary to comply with access rules) the accompanying person travels free of charge
- An assistance dog shall be permitted to accompany the person with disability in accordance with any relevant national law.

Information Art 22

- Information on the accessibility of stations, access conditions to rolling stock and available services and facilities shall be in an accessible format.
- In accordance with PRM TSI and EU Accessibility Act
- In unstaffed stations: easily available information shall be displayed
- It should be in the access conditions when an accompanying person is required

Staff training Art 26

- General principle: obligation of railway companies and station managers to provide staff training
- Staff providing direct assistance: dedicated training (longer, more detailed)
- Staff in contact with the general public: more general training
- Railway company and station manager may allow participation of PwD and PwD representatives

Compensation for mobility equipment Art 25

- Full compensation for
 - a) repair/replacement of mobility equipment and assistance devices
 - b) treatment of injured assistance dogs

When damage caused by railway company/station manager.

Reasonable efforts to provide immediately needed temporary replacement or pay reasonable costs of it

More information

- [Regulation \(EU\) 2021/782](#) + [FAQ](#)
- [EC website on passenger rights](#)
- [Your Europe + link to « Your passenger rights » app](#)

