

**Access conditions
for disabled passengers and passengers with reduced mobility
according to Article 19 (1) EU Regulation 1371/2007**

Final Version – 24/11/2009

1	A passenger with a disability or reduced mobility (PRM) is entitled to access trains and stations under the same conditions as other passengers, unless the design of the train or station makes the access physically impossible.
2	A PRM and his or her assistant, if applicable, must be holder of a valid ticket, which must not be more expensive than a ticket to anybody else under the same conditions.
3	Tariff offers or discounts specifically designed for PRM and their assistants, if applicable, are subject to commercial decision of the railway undertaking, the transportation authority or legislation in force respectively.
4	A PRM who is not able, for reason relating to his or her disability or reduced mobility, to purchase his or her ticket at the ordinary sales points, should be enabled to purchase this ticket onboard a train without paying a surcharge, provided that onboard sale of this ticket is available. In this case, he or she has to undertake reasonable efforts to notify train staff of his or her situation.
5	A PRM is expected to self-medicate or bring personal assistance with him or her, if applicable.
6	A PRM will be assisted by available railway staff at embarking, disembarking and changing trains free of charge. This does, however, not include free access to additional services offered on a commercial basis and usually being charged for, e.g. luggage porter or electric cart services.
7	A PRM who needs a guaranteed assistance, for which additional staff or facilities are required (e.g. embarking, disembarking and changing trains with a wheelchair), shall notify this at least 48 hours prior to an international journey through the channels specially provided for this purpose.
8	Railway undertakings will provide to their staff in customer contact appropriate training in order to comply with the conditions set above and to raise awareness for different needs of different kinds of PRM.