



Passenger's Charter

Your rights.
Our commitments.

Destination better



SNCB

Mobility

SNCB Mobility does everything it can on a daily basis to offer you a high-quality service. This is a lasting commitment on our part dating back many years. Our view is entirely in step with the European Regulation on passengers' rights, which came into force on 03/12/2009.

We do not see the rights enshrined in the document as constraints, but commitments from us to our customers:

We are committed to providing you with the necessary information to plan your journey

All the information you need to assist you in planning your journey is available at www.sncb.be. You can also access personalised information at ticket offices, or by telephone on 02 528 28 28.

In the event of disturbances or delays to our services, we also provide information via different channels, using the most up-to-date technology.

Complete fare information

SNCB Mobility provides the details of its fares and prices via:

- the “Passenger’s Guide” leaflet available in stations and downloadable from www.sncb.be**
- sales and information staff at station ticket offices and on 02 528 28 28;**
- the price calculation module available at www.sncb.be;**
- our *Terms and Conditions of Transport*, which can be consulted at stations or down loaded from www.sncb.be.**

An online journey planner

At www.sncb.be we offer you a very useful journey planner to help you plan all your journeys. Enter your departure and destination stations, as well as the dates and times of your journey, then start the search.

The results will appear instantly, along with real time information (delayed trains, connections not guaranteed following a delay, train cancellations, etc).

Timetable information in real time

Along with the journey planner, SNCB Mobility also provides three additional channels for real-time information:

- ➔ If you are a subscriber and would like to be warned before departure of any problems affecting your train journey, our ***My Train Info*** service is perfect for you.

- ➔ If you would like to access timetable information in real time on your mobile phone, our ***SMS 28281***¹ service allows you to access train timetables in real time, anywhere in Belgium, 24/7.

- ➔ If you would like to include the SNCB journey planner with real time information on your personal website, simply install our ***widget/gadget***, which is available on Windows Live, Yahoo and iGoogle.

For all details about these information channels, go to www.sncb.be.

(1) € 0.15 per SMS sent/received. € 0.60 for registration.

We are committed to making your journey as safe as possible

Your personal safety in stations and onboard our trains is a priority for SNCB Mobility. We do everything we can to prevent any activities that could compromise your safety.

If you notice anything suspicious or you need emergency assistance, please contact the SNCB Group's safety centre (Securail) directly via our freephone number 0800 30 230.

We are committed to offering you a choice of options for buying your tickets

You can buy your travel document from the ticket offices at Belgian stations.

For most of our products, they can also be bought from the automatic ticket machines available at many stations. SNCB Mobility also offers you the possibility of buying your travel document directly from www.sncb.be.

When travelling from stations where tickets are not on sale, SNCB Mobility allows you the opportunity to buy your ticket onboard our trains. In this case, the train staff must be notified before you board. The staff will then provide you with a ticket at the normal price for your journey.

We are committed to providing assistance for passengers with limited mobility

→ How to book assistance?

To benefit from our assistance service, you must book at least 24 hours in advance, via www.sncb.be or on 02 528 28 28 (7 days a week, from 7 a.m. to 9 p.m.).

When you contact us, we can check that assistance is available for both boarding and disembarking the train at your departure and destination stations and for any changes. Where necessary, we will investigate and propose alternatives if we cannot fully meet your requirements.

→ Where to find information to help plan your journey?

You will find all the practical information you need to plan your journey on our website www.sncb.be as well as in our leaflet entitled: *“Service for passengers with limited mobility”*. This leaflet is also available in Braille and in a format adapted for the visually impaired.

The adapted leaflet can be downloaded from www.sncb.be. To receive a copy of our brochure in Braille, send an email to braille@sncb.be.

We are committed to offering you compensation in the event of delays

Punctuality is one of the permanent priorities of SNCB Mobility, along with safety, comfort and cleanliness.

In spite of all our efforts on a daily basis to ensure that rail traffic is regular and timetables are respected, delays can occur and cause understandable dissatisfaction.

SNCB Mobility has set up a compensation system, which is presented in detail in our leaflet ***“Compensation for train delays on domestic services and cross-border services provided by SNCB Mobility”*** available at stations or at www.sncb.be.

We are committed to finding you alternative solutions in the event of delays, missed connections or cancelled trains

If you miss your connection with another train following a delay or if all or part of a service is cancelled, we will do everything we can to ensure you reach your destination station as quickly as possible, by train, and at no additional cost.

This onward travel will be via the same route or via a different route allowing you to reach your destination station.

If it is not possible to continue your journey on the same day, SNCB Mobility will do everything it can to offer you alternative transport where possible (bus, taxi, etc.) to take you to your destination station.

These are firm and definitive commitments on our part, as is attested by the integration of the entire European regulation on passengers' rights into our ***Terms and Conditions for Transport.***

These may be

- downloaded from www.sncb.be;
- consulted at ticket offices;
- ordered by writing to the following address:

***SNCB Mobility
Service Central Clientèle
B-MO.062 section 13/7
Avenue de la Porte de Hal 40
1060 Brussels***

These terms and conditions cover three areas which we would particularly like to emphasise:

Liability

Your safety is one of our permanent priorities. On a daily basis, we do everything we can to ensure that you travel under optimum safety conditions. Specific measures have

been put in place in the event that you suffer a personal injury during your journey.

➔ **Liability in the event of personal injuries**

You have the right to compensation in the event of death or injuries if the railway company is liable for the incident.

➔ **Payment of advances**

In the event of death or injuries occurring during a journey in Belgium, SNCB Mobility will pay an advance to cover immediate monetary needs no later than two weeks after the person entitled to compensation has been identified.

In the event of death, the minimum amount of this advance is € 21,000.00.

Please note that payment of a monetary advance does not constitute admission of liability, and the advance may be deducted from any compensation that becomes due at a later date. We will request repayment of the advance if it emerges that the injuries or death were caused by a fault or negligence on the part of the passenger.

Your transport contract

The European Regulation¹ setting out your rights as a user

¹ European Regulation 1371/2007

of railway transport services applies to the various railway companies, whether they supply national or international transport services.

For cases in which national journeys are combined with international journeys, SNCB Mobility applies the principle of separate transport contracts. In concrete terms, this means that in the case of a journey in which several railway undertakings are involved, each railway operator will only be liable for the part of the journey it provides. The different parts of the journey are covered by legally separate contracts, even if the passenger holds just one travel document or several travel documents for the entire journey.

Example:

a ticket covering an international railway journey departing from “Any Belgian Station”: SNCB Mobility is only liable for the domestic transport service provided on the Belgian railway network, whilst the international transport operator is liable for the subsequent international transport service.

Supervisory authority

A supervisory authority will be designated in each country of the European Union. This body will be entrusted with the task of overseeing the railway companies compliance with the provisions of European Regulation 1371/2007.

You can submit your complaints to this authority if you feel

**that SNCB has acted contrary to the provisions of the
aforementioned European Regulation.**

**At the time of this leaflet going to press, the supervisory
authority had yet to be designated by the Belgian state.**

We wish you a pleasant journey onboard our trains.

Legally responsible publisher:

Sabin S'heeren

SNCB Mobility General Manager

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