

Passenger Claims Conference

Wednesday, 25 September 2024, Utrecht (NL)



Copyright by Eurail B.V.

25
09
2024

CIT and **UIC** have great pleasure in inviting their members at the **Passenger Claims Conference** in Utrecht (Netherlands).

An event dedicated to members of claims, sales or legal departments.

Crowne Plaza Hotel
Catharijne
Esplanade 13
3511 WK Utrecht

Powered by



Invitation

The International Rail Transport Committee (CIT) and the International Union of Railways (UIC) have a great pleasure to invite the staff of the claims, sales and legal departments of these organisations to the Passenger Claims Conference which will be held in person **in Utrecht (the Netherlands) on Wednesday 25 September 2024**. The main topic of this year's conference are legal and practical challenges in case of travel passes and season tickets used in long-distance and regional transport.

In the first session, participants will receive an overview of the legal requirements and analyses of challenges in the case of travel passes and season tickets. This presentation will be followed by two contributions, one on compensation schemes in connection with Interrail/Eurail Rail Pass tickets and another on compensation mechanisms for season tickets in regional transport.

The first session will be concluded by CIT's presentation on a very topical issue, the new *Implementing Regulation (EU) 2024/949 establishing a common form for rail passengers' reimbursement and compensation requests for delays, missed connections and cancellations of rail services* which applies from 2 July 2024.

In the second session, various speakers from the railway sector will give examples of the practical application of the rail PRR for rail passes and season tickets in international and national transport, how they deal with claims for such tickets and what preventive measures are used against the misuse of compensation payments.

The highlight of the conference will be the workshop part, which will include an interactive session on the conference topics, followed by case analyses, this time dealing with some typical and complex cases encountered in today's claims handling departments, including specific cases related to rail passes and season tickets.

The conference offers unique opportunities for networking and exchanging experiences and gives participants the possibility to discuss unresolved issues or disputed cases.

Programme

09.00	Opening	Isabelle Saintilan (Eurostar)
09.10	Welcome speech by the CIT Secretary General and UIC representative	Gilles Mugnier (CIT)/ UIC representative
09.30	Legal requirements and challenges in the case of travel passes and season tickets	Oliver Hirschfeld (DB)
09:50	Compensation schemes in relation to Interrail/Eurail Rail Pass Tickets	Martin Kojinkov (Eurail)
10.10	DB Regio's compensation schemes for season tickets and regional offers	Roland Schmidt (DB)
10.30	Implementing regulation on the common EU Claim form	Nina Scherf/ Jan Vávra (CIT)
10.50	Break	
11.20	Experiences of Eurail's customer care services with Interrail/Eurail tickets in claim handling	Thijn van Eldijk (Eurail)
11.40	Experience of NS with passenger claims in relation to national travel passes	Willem Maarten van Luijn (NS)
12.00	Experience from the United Kingdom with preventive measures against the misuse of compensation payments for season tickets	Mick O'Brien (First Customer Contact/ UK Rail Fraud Forum)
12.30	Lunch	
13.30	Interactive survey	Nina Scherf/Jan Vávra (CIT)
14.00	<p>Workshop</p> <ul style="list-style-type: none"> ▪ Who should deal with claims (function of the issuing undertaking). ▪ How to handle claims in the case of passengers with travel passes and season tickets in long-distance and regional transport? ▪ Changes of passenger's itinerary and journey continuation. ▪ Assistance (reimbursement) in case of re-routing, free return travel, hotel accommodation, refreshments. 	<p>Panel:</p> <p>Isabelle Saintilan Oliver Hirschfeld Martin Kojinkov Roland Schmidt Thijn van Eldijk</p>
15.20	Summary and closing remarks	Isabelle Saintilan (Eurostar)
15.30	Closure of the event and goodbye coffee	

Speakers / Moderators

Oliver Hirschfeld

Corporate Lawyer
Legal Department
DB AG

Martin Kojinkov

Head of Controlling and
Reporting
Eurail

Gilles Mugnier

Secretary General
CIT

Mick O'Brien

Head of Business Integrity &
Compliance
First Customer Contact Centre -
FirstGroup
Chair of UK Rail Fraud Forum

Isabelle Saintilan

Head of Stations and
Maintenance Regulatory
Strategy
EUROSTAR

Nina Scherf

Senior Legal Advisor
CIT

Roland Schmidt

Price Management and
Cooperation
DB Regio AG

Thijn van Eldijk

Institutional Initiatives Specialist
Eurail

Willem Maarten van Luijn

Legal counsel/attorney at law
NS Groep N.V.

Jan Vávra

Expert Passenger Traffic
CIT

General Information

Languages

The conference and workshop will be held in English.

Location of the event

Crowne Plaza Utrecht Hotel – Central station

Catharijne Esplanade 13

NL-3511 WK Utrecht

The Netherlands

Registration

Must be made latest until 3 September 2024.

Please use enclosed registration form.

E-mail: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)

Access to the conference

The conference is a joint session of the CIT and UIC and attendance is limited to CIT and UIC members. Participation is free of charge.

Getting to the event

The event will be held in the conference premises of the hotel [Crowne Plaza Utrecht Hotel – Central station](#)****. How to get to the meeting place: [please click here](#).

Accommodation

As other events are taking place in Utrecht during this period and only a limited number of hotel rooms are available in the city, we kindly ask you to pre-book or book your hotel rooms as soon as possible. Alternatively, you can also book a hotel room in the neighbourhood of Utrecht (e.g. in Amsterdam/Rotterdam/Amersfoort, which is accessible by train in 30 min.).

Further information

The General Secretariat of the CIT will be pleased to provide you with further information:

E-mail: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)

Phone: +41 31 350 01 90

International Rail Transport Committee (CIT)

Weltpoststrasse 20

CH-3015 Bern

www.cit-rail.org

[info\(at\)cit-rail.org](mailto:info(at)cit-rail.org)

Phone: +41 31 350 01 90

International Union of Railways (UIC)

16 rue Jean Rey

FR-75015 Paris

www.uic.org

Phone: +3 31 44 49 20 20



Passenger Claims Conference Utrecht (the Netherlands), 25 September 2024

Registration form

Organisation

Last and first name

Job title

Address

Mobile phone number

E-Mail

The information gathered on this form is recorded in a computer file by the CIT, for the purposes of contacting you, providing implementation of our service provisions (in particular, sending the CIT-Info and invitations to our meeting or conferences), processing your requests, and ensure payment of the registration fee (if there is one). By registering, you accept such a process of your data, but also to be photographed during the meeting or conference; those images might be used for the publications of the CIT. The data is retained as long as necessary for the execution of the tasks referred to above, and is intended for use by our administrative personnel, our employees, the accounts department, and as appropriate, for our subcontractors. The subcontractors in question are bound by an obligation of confidentiality and can only use your data in accordance with our contractual provisions and with the applicable legislation. You can, at any time, exercise your right of access to the data concerning you, and have them corrected or deleted by contacting [CIT](#). We refer furthermore to our [privacy policy](#).

Registration closing date: 2024-09-03.

Please filling in the registration form, save it and send it to email: [administration\(at\)cit-rail.org](mailto:administration(at)cit-rail.org)