



Thursday  
24 September  
2020

---

# Passenger Claims Conference

---

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held at the CIT in Bern (Switzerland) and online on Thursday 24 September 2020.

---

*Limited to CIT and UIC members*

## Invitation

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held at the CIT in Bern (Switzerland) on Thursday, 24 September 2020. Participants who can't attend in person can join the conference via video streaming using a web conference tool.

During the session participants will be given an overview on assistance to passengers from the legal point of view with analyses of article 18 of Regulation (EC) No 1371/2007 on rail passengers' rights and obligations (PRR), followed by a contribution on the legal implications of COVID-19 on passenger transportation.

Different speakers coming from the railway sector will then present practically, how they provide assistance on board the trains and at the stations, and how they dealt with the after-sales process in times of COVID-19.

Moreover, there will be an overview on the CIT products which are of interest for customer services, including the revised Manual on Data Protection (MDP), amendments to the AIV and to the MIRT and other useful information coming from the CIT.

The highlight of the conference will be the workshops dealing this time specifically with the assistance for continuation of the journey due to missed connections and the offering of accommodation when the passenger has missed the last connection of the day.

Assistance is a permanent challenge for customers services. The conference offers good opportunities for networking, giving participants the possibility to discuss unclarified issues or disputed cases.

## Programme

08.15	Welcome / Registration	
09.00	Opening	Enrico Trapazzo
09.10	<b>Assistance to passengers from the legal point of view, analyses of article 18 of the EU Regulation on rail passengers' rights and obligations (PRR).</b>	Oliver Hirschfeld
09.30	<b>Legal implication of COVID-19 on passenger transportation (assistance, compensations, refunds).</b>	Isabelle Saintilan
09.50	<b>Providing assistance to passengers within Trenitalia. Assistance on board of trains and in the stations.</b>	Massimiliano Astrologo
10.10	<b>Situation regarding COVID-19 and Trenitalia, general information about the measures taken:</b> <ul style="list-style-type: none"> <li>health/sanitary/security measures,</li> <li>refunds policy/after sales.</li> </ul>	Michele Bondi Giovanni Ferrari
10.40	Questions and discussion	
11.00	Break	
11.30	<b>Assistance from the practical point of view on board of trains and in stations by SNCF:</b> <ul style="list-style-type: none"> <li>direct help - focus on direct delivery of refreshments &amp; food, accommodation of passengers.</li> </ul>	Isabelle Saintilan
11.50	<b>Assistance from the practical point of view on board of trains and in stations by SBB:</b> <ul style="list-style-type: none"> <li>indirect help - focus on system of SBB vouchers used for refreshments &amp; food and for accommodation.</li> </ul>	Thomas Schönfisch
12.10	Questions and discussion	
12.30	Lunch	
13.45	<b>CIT products, what's new:</b> <ul style="list-style-type: none"> <li>the revised Manual on Data Protection (MDP),</li> <li>amendments to the MIRT and AIV, other useful information coming from the CIT.</li> </ul>	Sandra Dobler Jan Vávra
14.15	<b>Workshop</b> <ul style="list-style-type: none"> <li>Assistance provided to passengers for continuation of the journey due to missed connection.</li> <li>Offering of accommodation to passengers.</li> <li>Principle "carrier on the spot provides assistance".</li> </ul>	Oliver Hirschfeld Isabelle Saintilan Kris Vierstraete Thomas Schönfisch Massimiliano Astrologo
15.45	Reports from the Workshops	Enrico Trapazzo
16.05	Closing remarks	Enrico Trapazzo
16.15	Closure of the event	

## Speakers / Moderators

**Massimiliano Astrologo**

Head of Information Services and  
Customer assistance  
Trenitalia

**Sandra Dobler**

Senior Legal Adviser  
Passenger Transportation  
CIT

**Thomas Schönfisch**

Senior Manager  
Int. Pricing & RM  
SBB

**Kris Vierstraete**

Customer Care International  
Team Coordinator  
SNCB

**Michele Bondi**

Head of Quality System  
Management  
Trenitalia

**Oliver Hirschfeld**

Legal Counsel and Mediator  
Legal affairs passenger transport  
DB

**Enrico Trapazzo**

DCGPE – Legal and Corporate  
Affairs Business Partner  
Ferrovie dello Stato Italiane S.p.A.  
– Italian Railways

**Giovanni Ferrari**

Head of Claims  
Department  
Trenitalia

**Isabelle Saintilan**

Legal Counsel for Passenger  
Matters  
SNCF Voyages Développement

**Jan Vávra**

Expert  
Passenger Transportation  
CIT

## General Information

### Languages

For technical and organizational reasons related to COVID-19, the conference will be held in English only.

Participants will have the possibility though to intervene in French and German during the conference and the workshops.

### Location of the event

International Rail Transport  
Committee (CIT)  
Weltpoststrasse 20  
CH - 3015 Bern

The Conference and the workshops will also be streamed online on MS Teams. The link to the conference will be sent one week in advance.

Therefore, please indicate on the Registration form if you will attend the event virtually.

### Registration

**Must be made until 6 September 2020**

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

Fax: +41 31 350 01 99

The conference is limited to CIT and UIC members.  
Participation is free of charge.

### Getting to the event and accommodation

How to get to the CIT: [please click here](#)

For hotel accommodation, please click on the Bern Tourist Office website ([www.bern.com](http://www.bern.com)).

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

Tel. +41 31 350 01 90

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

---

**International Rail Transport Committee (CIT)**  
**Comité international des transports ferroviaires (CIT)**  
**Internationales Eisenbahntransportkomitee (CIT)**  
Weltpoststrasse 20  
CH-3015 Bern

[www.cit-rail.org](http://www.cit-rail.org)

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

Tél. +41 31 350 01 90

---

**International Union of Railways (UIC)**  
**Union internationale des chemins de fer (UIC)**  
**Internationaler Eisenbahnverband (UIC)**  
16 rue Jean Rey  
FR-75015 Paris

[www.uic.org](http://www.uic.org)

Tel : +3 31 44 49 20 20

## Conference of Passenger Claims Departements

Bern, 24 September 2020

### Registration form

**Organisation**

**Last and first name**

**Job title**

**Participation via MS Teams**

☐

**YES**

**Address**

**Phone**

**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 [Mr. Loïc Gioria](#). We refer furthermore to our [privacy policy](#).

[Click here to send this form by email\\*](#)

---

Registration closing date: **2020-09-10** Email : [loic.gioria@cit-rail.org](mailto:loic.gioria@cit-rail.org)