



Your rights as passenger of Raaberbahn

The following rights apply to lines operated and transport services offered by Raaberbahn. In the event of a delay, train cancellation or an accident, we offer you compensation and support, subject to the restrictions mentioned below.

Information:

We will do our utmost to inform you of our train and ticketing service and also of any possible irregularities in rail traffic.

Ticket sales:

You can buy your tickets at manned ticket sales points, automatic machines or on the internet.

Train delays:

Insofar as it concerns a single ticket on the regional network, you have no right to compensation. Compensation for single tickets on long-distance trains is subject to the terms and conditions of the ÖBB (Austrian Railways). For more information visit <http://www.oebb.at/de/Kundencenter/Fahrgastrechte/index.jsp>.

Holders of weekly, monthly or half-yearly or transferable season tickets have no right to compensation.

Raaberbahn however does offer to holders of non-transferable (integrated public transport system) season tickets a punctuality guarantee per route. This guarantee is set uniformly at 95% punctuality (= punctuality rate of 95%) for all trains in the suburban and regional rail network on all routes. If this punctuality rate is not achieved, the season ticket holder will be notified in writing and without request upon expiry of the season ticket's period of validity.

Train cancellation before or during the journey:

If your train is cancelled or is expected to be delayed at its destination by over 60 minutes, for the journey which was not made and/or for the part of the journey not made or rendered useless, you can demand a refund of the fare and also transportation free of charge to your place of departure or the continuation of your journey at the next suitable opportunity, but at the latest within 48 hours, if necessary via another route.

NO right to compensation, reimbursement or replacement of the fare exists, if the train delay or the train cancellation is the fault of the traveller or a third party or a factor outside the responsibility of the train company or if the traveller was informed of possible delays before the ticket was purchased.

Support for people with limited mobility:

To ensure that help is provided before and/or during the journey (e.g. help with boarding/leaving), application and information on assistance at certain stations for journeys within the Raaberbahn area may be obtained at least 24 hours before the journey is due to commence at the manned ticket sales point at Wulkaprodersdorf on +43 (0)2687 / 62224-162. In special cases (e.g. help by third parties) other application periods may apply.

Legal basis:

Your rights are based on the Uniform Regulations for the Contract on International Rail Transportation (CIV), the EU Directive 1371/2007 of the European Parliament and of the European Council of 23 October 2007 on the Rights and Duties for Passengers on Rail Transport, on the tariffs for passenger and luggage transport on the Austrian lines of GYSEV and also the Guide for passengers of the Austrian Railways.

More information is available on the Raaberbahn website <http://www.raaberbahn.at> or at the Neusiedler Seebahn website <http://www.neusiedlerseebahn.at>

Raaberbahn Passenger Transport:

Anregungen und Kritik, Bahnhofplatz 5, 7041 Wulkaprodersdorf,
Tel. +43 (0)2687 / 62224-162, E-mail: ombudsdienst@raaberbahn.at

If having lodged a complaint passengers are not in agreement with the decision of the railway company, they may apply to the mediation body entitled Agency for Passenger Rights (Agentur für Passagier- und Fahrgastrechte), an independent regulatory authority for passengers using rail, bus, flight and ship.

Agentur für Passagier- und Fahrgastrechte (apf)

Linke Wienzeile 4/1/6

1060 Wien

www.apf.gv.at

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