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Samantha Spence
Head of Regulatory Affairs
Eurostar International Ltd
Times House
Bravingtons Walk
London
N1 9AW

Dear Samantha,

Notice of modifications to Eurostar's station licence and passenger SNRP

Eurostar International Limited was granted a station licence on 31 March 1994 and a statement of national regulatory provision (SNRP)¹ on 28 November 2005 to operate railway assets under section 8 of the Railways Act 1993 (the Act) or regulation 10 and schedule 4 of the Railway (Licensing of Railway Undertakings) Regulations 2005 (the Regulations).

In accordance with section 12(2) of the Act and regulation 13(2) of the Regulations, on 1 December 2011, the Office of Rail Regulation (ORR) gave notice of its proposal to modify certain licences and SNRPs².

The notice published by ORR set out the reasons for the modifications and their effect. It required any representations or objections to the modifications to be made on or before 30 January 2012.

ORR has considered the representations or objections which were received during the consultation period and which were not withdrawn.

¹ Reference numbers UK0319940001 and UK0220050027 respectively.

² ORR's 1 December 2011 consultation letter can be found at http://www.rail-reg.gov.uk/upload/pdf/passenger_information_consultation_dec2011.pdf



Eurostar International Limited has consented to all the modifications except the proposed paragraphs 4 and 5 of the SNRP relating to cooperation with Network Rail, because it operates almost exclusively on network that is not owned by Network Rail. We agree that this obligation is not necessary for Eurostar and Network Rail has stated that it is also content for these obligations to be omitted.

Under section 12(1) of the Act and regulation 13(1) of the Regulations, and with the consent of the licence holder, I therefore modify the station licence and the SNRP by:

- (a) inserting a new condition 4 into your station licence, as set out in schedule 1 to this notice; and
- (b) inserting a new condition 4 into your passenger SNRP, as set out in schedule 2 to this notice.

We note your comments on how widely paragraph 10 should be interpreted. This obligation requires you to provide reasonable access to timetabling information to third parties. The obligation permits you to develop your own policy on what you consider to be reasonable access in terms of who you provide information to, what format you provide it in and whether you charge for providing this information. This would be consistent with the approach adopted by others in the industry such as ATOC's National Rail Enquiries Service. In respect of fares information in particular, we would consider this condition met if fare range information is limited to the static table of public fare range information that is published on your website.

Your policy should take into account your legal obligations on these issues. We would be happy to review your policy if you would find this helpful.

I am placing a copy of this letter on our website and on our public register. We will also update the licence and SNRP on our website.

Yours sincerely

A handwritten signature in black ink that reads 'Robert M Plaskitt'. The signature is written in a cursive style with a large, looping initial 'R'.

Robert Plaskitt

Schedule 1: Station Licence

Condition 4: Information for passengers

- 1 The licence holder shall cooperate with train operators so far as is reasonably necessary to enable them to meet their obligations to provide information to passengers.

Schedule 2: SNRP

Condition 4: Information for passengers

Purpose

- 1 The purpose is to secure the provision of appropriate, accurate and timely information to enable railway passengers and prospective passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption.

General duty

- 2 The licence holder shall achieve the purpose to the greatest extent reasonably practicable having regard to all relevant circumstances, including the funding available.

Specific obligations

- 3 The following obligations in this condition are without prejudice to the generality of the general duty in paragraph 2 and compliance with these obligations shall not be regarded as exhausting that general duty. In fulfilling these obligations the licence holder shall at all times comply with the general duty in paragraph 2.

Planning services

- 4 Not Used.
- 5 Not used.

Code(s) of practice and improvement plan(s)

- 6 The licence holder shall, unless ORR otherwise consents, publish one or more code(s) of practice or other documents setting out the principles and processes by which it will comply with the general duty in paragraph 2.
- 7 Where the licence holder considers, or is directed by ORR, that improvements to its arrangements for the provision of information to railway passengers and prospective passengers are necessary or desirable to enable it better to fulfil the general duty in paragraph 2, it shall develop, publish and deliver a plan, which sets out the improvements it intends to make and the dates by which such improvements will be made.

- 8 The licence holder shall, from time to time and when so directed by ORR, review and, if necessary, revise, following consultation, anything published under paragraph 6 and any plan under paragraph 7 so that they may better fulfil the general duty in paragraph 2.
- 9 ORR shall not make any direction under paragraphs 7 or 8 without first consulting the licence holder.

Provision of information to intermediaries

- 10 The licence holder shall as soon as reasonably practicable:
- (a) provide to the holders of passenger and station licences; and
 - (b) provide to all timetable information providers on request reasonable access to appropriate, accurate and timely information to enable each on request to provide passengers with all relevant information to plan their journeys including, so far as reasonably practicable, the fare or fares and any restrictions applicable.
- 11 Not used.