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Licence Modifications: Rail Passengers' Rights and Obligations Regulations

We wrote to you on 18 September 2020¹ to address how the application of the Rail Passengers' Rights and Obligations Regulations 2010 (the "RPRO 2010") for complaints handling, could be implemented in the passenger statement of national regulatory provisions ("SNRP") held by Rail Express Systems Limited ("RES"). This followed your correspondence of 10 July 2020 and our discussion on 22 July 2020.

Having received no further comment from you, we are therefore issuing this notice to make the changes as proposed in our letters dated 18 September 2020 (to Condition 3) and 22 October 2019² (to Condition 5). The modifications, which are effective immediately, can be found in the attached Annex.

The RPRO 2010 changes are marked in red, underlined text. We will update these modifications to the electronic version of your SNRP on our website in due course.

This notice will be placed on our website and public register. I am also sending a copy to Nigel Oatway.

Yours sincerely,

A handwritten signature in blue ink that reads 'Les Waters'.

Les Waters

¹ Letter at <https://www.orr.gov.uk/sites/default/files/2020-09-18-rpro-regulation-complaints-handling-letter-to-res.pdf>

² Letter at https://orr.gov.uk/_data/assets/pdf_file/0007/41938/consultation-letter-to-passenger-snrp-holders-october-2019.pdf. Note that for Charter operators, Condition 3 does not include national ticketing obligations.

Annex

Amend Condition 3 (Passenger Rights), paragraph 2 as follows:

- “1. Not used.
2. The SNRP holder shall comply with [articles 4-10, 15-18 and 27-29](#) of the PRO Regulation.”

Amend Condition 5 (Accessible Travel Policy), paragraph 2³, as follows:

- “2. In establishing the ATP and in making any change to it, the SNRP holder shall have due regard to the code of practice published by the Secretary of State pursuant to section 71B of the Act and to [articles 19 to 24](#) of the PRO Regulation.”

³ Please note - all references to “Disabled People’s Protection Policy” and “DPPP” were replaced with “Accessible Travel Policy” and “ATP” on 29 July 2019.