

The rights and obligations of passengers

The Mazowieckie Railways invite you to acquaint yourselves with the **European Parliament and Council Ordinance concerning the rights and obligations of railway passengers**.

The European Commission has prepared a [special website](#) on which a summary is provided of the European Parliament and Council Ordinance dated 23rd October 2007 concerning the rights and obligations of the railway passengers (OJ EU. UE L 315 from 03.12.2007, page 14).

On the website amongst others, 6 basic rights for those people traveling by rail. They concern:

- Ticket purchase,
- Safety during the journey,
- Travelling conditions, which need to be ensured for persons with disabilities,
- Award of damages by the operator in the event of death or injury of the passenger.
- Railway operators liability in light of the European Union Law.

[The website](#) also contains information on the rights of persons traveling by other means of transport.

The webpage can be found [here](#).

Information for people with disabilities

For the convenience of our passengers we have launched a special contact telephone number (783 910 289 active every day from 8.00 – 15.00 hours), whereby persons with disabilities and limited mobility can obtain information on possibilities of making a journey by train. Applications should be made at least 48 hours prior to departure, arrival of the train or the need to transfer to another train.

[List of KM stations and stops, containing information on technical conditions of specific sites.](#)

Lack of the need to purchase the ticket from the train manager

According to § 9 section 13 on the Regulations of admission and transportation of people, goods and animals (RP-KM) by the "Mazowieckie Railways-KM" with an obligation to enter the train through the first door of the train (at the head of the units), and reporting to the train manager for the purchase, legalisation or activation of the ticket, the following people are exempted when travelling on the KM trains:

- With visible disabilities,
- Blind person travelling without a guide or a guide dog,
- Moving by means of a wheelchair and undertaking the journey with or without an accompanying person.

The above mentioned people are not charged extra for the issue of a ticket on the train amounting to 4.00 PLN.