



# Passenger Rights Legislation Customer information

EU Regulation 181/2011

## Knowing your rights as a passenger

National Express actively seeks to comply with all relevant parts of EU legislation, **Passenger Rights 2013**.

The legislation applies to all customers travelling on domestic services within the EU and outlines what coach operators will do in different situations.

Amongst other things the Regulation provides guidelines on: travel for disabled customers, compensation processes, provision of information throughout passenger journeys and non-discrimination.

A full version of the legislation is available from:

[https://ec.europa.eu/transport/sites/transport/files/themes/passengers/road/doc/summary\\_en.pdf](https://ec.europa.eu/transport/sites/transport/files/themes/passengers/road/doc/summary_en.pdf)

We are committed to delivering a safe, inclusive and responsible network of services where our customers are suitably informed, assisted (where necessary) and compensated should anything go wrong.

We are required to provide adequate appropriate and comprehensible details regarding rights under the Regulation, available upon request and in an accessible format

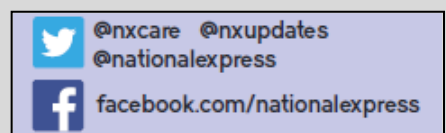
Under the terms of the legislation, National Express will:

- not discriminate on nationality or where your ticket is purchased;
- not refuse travel based on the grounds of disability or reduced mobility (unless it is on the grounds of safety or the design of the vehicle);
- deliver disability awareness training to all front line staff (including our drivers);
- replace or repair any lost or damaged wheelchairs or other mobility equipment when it is proven that we are at fault;
- provide adequate information about your journey and throughout your journey (in accessible format upon request);
- provided you submit any complaint within 3 months, we will provide an initial response within 1 month of receipt and a final response within 3 months of receipt (we aim to exceed this requirement);
- reasonable and proportionate assistance should anything go wrong

If you feel your rights as a passenger have been breached, please let us know.

You can contact us on any of the following:

on-line: <a href="http://www.nationalexpress.com">www.nationalexpress.com</a>	phone: <b>03717 818181</b> (calls charged at a local rate)
---	---



Customer Relations - Coach National Express House Mill Lane Digbeth Birmingham B5 6DD		If, having contacted us, you do not feel we have resolved your issue satisfactorily, you may want to contact <b>Bus Users UK</b> on:  Telephone: 0300 111 0001 On line: <a href="http://www.bususers.org">www.bususers.org</a>
--	--	---