



Passenger Claims Conference

Wednesday
27 September
2023

The CIT and UIC have great pleasure in inviting the staff of claims, sales and legal departments of their members to the Passenger Claims Departments' Conference to be held in Prague (Czech Republic) on Wednesday 27 September 2023.

Limited to CIT and UIC members

Invitation

The International Rail Transport Committee (CIT) and the International Union of Railways (UIC) have a great pleasure to invite the staff of the claims, sales and legal departments of these organisations to the Passenger Claims Departments' Conference which will be held in person in Prague (Czech Republic) on Wednesday 27 September 2023.

The main topics of this year's conference are delay/cancellation confirmations, endorsements on tickets and claim forms from a legal, procedural and practical perspective. Special attention will be paid to digitalisation in this context, including real-time solutions that improve passengers' travel experience and the effectiveness of work in customer service and claims departments.

In the first session, participants will get an overview of the legal requirements on claim form and delay confirmation in the new Rail Passenger Rights Regulation (PRR) which is applicable as of June 2023 and an outline of the implementing act on a common EU-Claim form drafted by the European Commission. The legal analyses will be followed by a contribution on the link between the law and the practical and procedural challenges in this field (applicable law, AIV, AJC, MIRT, etc.).

The CIT will present the outcomes of its survey and analyses on the CIT's harmonised delay confirmation which is an important starting point for its digitalisation. The first session will be concluded by a contribution from the UIC on ongoing digitalisation work in this area, presenting the means to digitalise a delay confirmation and support passengers in real time during their journey, as well to support claim departments in after-sales processes.

In the second session, various speakers from the rail sector will outline how they deal with delay confirmations, ticket endorsements and claim forms in practice and what kind of support measures they use to improve the passenger experience.

The highlight of the conference will be the workshop part which will include an interactive and discussion sessions on given topics, followed by case analyses, this time dealing with some typical and complex issues encountered in today's claims processing departments.

The conference offers good opportunities for networking, giving participants the possibility to discuss unresolved issues or disputed cases.

Programme

09.00	Opening	Isabelle Saintilan (Eurostar)
09.10	Welcome speech of UIC Passenger Director	Marc Guigon (UIC)
09.30	Claim form and delay confirmation in European legislation.	Isabelle Saintilan (Eurostar)
09:50	Legal and practical challenges in case of claim form, delay confirmation and endorsements on tickets.	Oliver Hirschfeld (DB)
10.10	Survey on past and current practice in the use of delay confirmation and endorsements on the tickets.	Nina Scherf/ Jan Vávra (CIT)
10.30	Digitalisation for passengers' better experience. UIC represents its contribution on this matter.	Fabrice Setta (UIC)
10.50	Break	
11.20	Example of using claim form and delay confirmation at PKP IC.	Piotr Pilski (PKP IC)
11.40	Dealing with passenger rights at ÖBB.	Christian Stubits (ÖBB)
12.00	Trenitalia's experience in supporting passengers during their travel.	Massimiliano Astrologo (Trenitalia)
12.30	Lunch	
13.30	Interactive survey and round table on given points.	Nina Scherf/Jan Vávra (CIT)
14.20	Workshop <ul style="list-style-type: none"> ▪ Who should bear the additional costs for passengers? ▪ Who is responsible for the assistance (reimbursement) in case of re-routing, free return travel, hotel accommodation, refreshments etc.? ▪ Specific cases in the event of strikes. ▪ How to handle complaints in the case of passengers with Interrail/Eurail tickets? 	Main moderator: Kris Vierstraete (SNCB) Panel: Massimiliano Astrologo Oliver Hirschfeld Piotr Pilski Isabelle Saintilan Christian Stubits
15.20	Summary and closing remarks	Isabelle Saintilan (Eurostar)
15.30	Closure of the event and joint goodbye coffee	

Speakers / Moderators

Massimiliano Astrologo

Head of customer care
HS Passenger Division
Trenitalia

Piotr Pilski

Product Manager in the Business
Development Office
PKP IC

Fabrice Setta

Senior Expert
UIC

Kris Vierstraete

Specialist Marketing & Sales
SNCB

Marc Guigon

Director of Passenger
Department
UIC

Isabelle Saintilan

Legal Advisor
EUROSTAR

Christian Stubits

Head of Digital Transformation
Customer Service
ÖBB

Oliver Hirschfeld

Legal Counsel and Mediator
Legal Department DB AG
DB

Nina Scherf

Senior Legal Advisor
CIT

Jan Vávra

Expert
CIT

General Information

Languages

The conference and workshop will be held in English.

Location of the event

Grand Majestic Hotel Prague

Truhlářská 1117/16
CZ – 110 00 Praha 1
Czech Republic

Registration

Must be made latest until 4 September 2023

E-mail: [loic.gioria\(at\)cit-rail.org](mailto:loic.gioria(at)cit-rail.org)

Fax: +41 31 350 01 99

Access to the conference

The conference is a joint session of the CIT and UIC and attendance is limited to CIT and UIC members. Participation is free of charge.

Getting to the event

The event will be held in the conference premises of the hotel [Grand Majestic Prague****](#). How to get to the meeting place: [please click here](#).

Accommodation

Several rooms are pre-booked for you in the hotel [Grand Majestic Prague****](#) where the conference will be held at a special rate (for a double room 162 EUR/night incl. breakfast). Bookable for nights from 25 – 28 September; reservations can be made until 25 August 2023 via link or promotional code (after this date the link and promotional code will no longer be active):

- via link: www.hotel-grandmajestic.cz
- via promotional code: „CIT2023“ on www.hotel-grandmajestic.cz.

You can of course make your reservations at your choice at any of hotels in Prague; please make them well in advance, given the current tourist season in Prague.

Further information

The General Secretariat of the CIT will be pleased to provide you with further information:

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