

# **Conditions for the provision of assistance by Správa železnic in the transport of disabled persons and persons with reduced mobility**

As provided in Regulation (EU) No. 2021/782 of the European Parliament and of the Council on rail passengers' rights and obligations and to provide persons with disabilities and persons with reduced mobility with the possibility to travel by rail, Správa železnic, státní organizace, provides assistance services at selected railway stations and stops (hereinafter referred to as "stations") within the specified operating hours:

1. escort when moving within the station premises:
  - where Správa železnic provides assistance with orientation and movement in the station premises when arriving/leaving to/from the platform and on the platform to the place where the train is expected to stop and during transfers;
2. assistance in entering or exiting the train:
  - where Správa železnic provides assistance in entering/exiting the train using its own mobile lifting platform. This form of assistance can only be provided at stations equipped with this platform.

The assistance service is provided to persons who have a permanent or temporary physical, mental, intellectual or sensory disability which, in interaction with various obstacles, may prevent them from making full and effective use of the means of transport equally with other passengers.

Requests for assistance for travel by rail must be made at least 24 hours before boarding the train via the CENDIS booking system (on the website <https://asistence.oneticket.cz>) or with the respective railway undertaking (for single journeys with the same railway undertaking).

Requests made later may not be accommodated.

Správa železnic provides these assistance services free of charge after approving the request.

## Conditions during assistance provision:

- Assistance in entering/exiting the train is provided to passengers with wheelchairs and orthopaedic aids with maximum dimensions 700/1,200 mm (width/length) using a platform with a total loading capacity of maximum 300 kg. The wheelchair must be equipped with a functioning brake or other mechanism to prevent movement. Správa železnic is not responsible for the technical condition of the wheelchair and orthopaedic aids.
- The request for assistance in entering/exiting the train using the platform also for the assistance/guide dog must be discussed in advance.
- Správa železnic does not provide any other services such as assistance with luggage, dog walking, shopping in the station, wheelchair storage, etc.
- Správa železnic does not provide any activities related to transport, e.g. sale of travel documents, booking or transport of luggage. The transport conditions of the specific railway undertaking apply here.

- A person of reduced mobility and orientation dependent on permanent assistance or permanent supervision of another person must be accompanied by his/her guide at all times when assistance is provided.
- If a person of reduced mobility and orientation is unable to board the journey, then the person shall immediately inform the place from where the transport was confirmed.
- If a person of reduced mobility and orientation fails to come to the designated place on time, then the assistance, as approved, is cancelled in the full extent.
- A person of reduced mobility and orientation who does not require any assistance in entering, exiting or changing the train or any assistance in the station premises, does not need to notify Správa železnic in advance of the journey. Such persons thereby assume responsibility for their own safety when moving around the station premises.