



Department
for Transport

From the Parliamentary
Under Secretary of State
Paul Maynard MP

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 0300 330 3000
E-Mail: paul.maynard@dft.gsi.gov.uk

Web site: www.gov.uk/dft

Date: 6 September 2016

Louise Ellman MP
Chair, Transport Committee
House of Commons
London
SW1A 0AA

Dear Louise,

Consumer Rights Act 2015 application to transport services

I am writing to inform you of the Government's decision that the Consumer Rights Act should apply in full to all transport services, including mainline passenger rail services, from 1 October 2016.

We believe rail customers should be entitled to seek statutory redress from 1 October if train operators fail to provide a passenger service with reasonable care and skill, or breach other consumer rights provided under the CRA. This includes compensation awarded for delays and cancellations where the train operator is at fault. The existing rail industry compensation schemes will continue to be available after 1 October 2016, and will remain the main means of redress for customers when things go wrong.

The 12 month exemption from one of the compensation provisions in the Consumer Rights Act was originally proposed to allow time for operators to move to a consistent compensation scheme. However, the Government is now of the view that rail customers should not be denied any consumer rights or protections even for a temporary period while the rail industry works to put in place more consistent compensation arrangements between train operators. The Government has today withdrawn the draft statutory instrument which would have put this exemption in place.

This government is committed to strengthening the standard compensation schemes that operators offer, including completing the roll out of Delay Repay with our industry partners.

I am placing a copy of this letter in the library of the House.

A handwritten signature in blue ink that reads "Paul Maynard". The signature is written in a cursive style with a large initial 'P' and a stylized 'M'.

PAUL MAYNARD