DB Station&Service AG's accessibility guidelines

in connection with the transportation of people with disabilities and reduced mobility as per article 19 of the regulation on rail passengers’ rights and obligations - Regulation (EC) No. 1371/2007 -

I.SHO
August 2018
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1 Target group's importance

People with disabilities and restricted mobility represent an important target group for DB Station&Service AG. The company takes, and will continue to take, their specific needs into account when defining its strategic objectives, designing products and creating services.

Though there is no contractual relationship between DB Station&Service AG as station operator and passengers, travel for people with restricted mobility is an important issue, and not just in light of Germany's disability equality legislation from 1 May 2002.

DB Station&Service AG's main motivation is its social responsibility towards the millions of people with disabilities who live in Germany and visit the country.

Incorporating the passenger rights regulation will make another contribution to the company's mission by strengthening the rights of people with disabilities and reduced mobility.

2 Planning journeys

Planning journeys and providing notification: by phone

Deutsche Bahn AG created its Mobility Service Centre (MSC) with the goal of giving people with disabilities and reduced mobility optimum access to journey planning services. The MSC can be contacted by phone (calls charged), fax, e-mail and via its homepage.

MSC contact details:

Phone: +49180 6 51 25 12 (EUR 0.14/min. for calls from German landlines, max EUR 0.42 for calls from mobile networks in Germany)

Fax: +49180 5 15 93 57 (EUR 0.14/min. for calls from German landlines, max EUR 0.42 for calls from mobile networks in Germany)

E-mail: msz@deutschebahn.com

The MSC organises assistance for people boarding trains, changing and disembarking at stations if given advance notice of one working day (48 hours for outside of Germany), but it also offers travel information and books tickets as well.

All of its services focus on the specific needs of people with disabilities and reduced mobility. The centre's staff have received special training for their work: for example, they select direct connections that do not require passengers to change trains, make seat reservations with bookings, select seats that match a passenger's specific needs, and send tickets to the traveller's home address.

The MSC has comprehensive access to information about current infrastructure conditions and about the services available at each station.
Mobility Service Centre's opening times:
- Monday-Friday: 6 am - 10 pm
- Saturday, Sunday + public holidays: 8 am - 8 pm

Planning journeys and providing notification: online

The website www.bahnhof.de provides extensive and detailed information about current infrastructure conditions and available services at Germany's 20 largest stations. People with disabilities and reduced mobility can use this information so they can plan journeys without assistance from others.

The website's station search option contains a list of basic information about the facilities and services available at every station and train stop throughout Germany.

If travellers with disabilities or reduced mobility need help when boarding, changing or disembarking from trains during their journey (the use of a wheelchair lift, for example), the website www.bahn.de also offers a convenient and free means of contacting Deutsche Bahn.

If assistance is not available at a specific station, there is a notice informing travellers where the nearest station with service staff is located.

Planning journeys and providing notification: by e-mail

Travellers can also use the e-mail address msz@deutschebahn.com to notify DB (free of charge) if they need help getting on or off the train or changing trains at a station.

Please forward all of the following information so that we can provide you with the best possible assistance.

**Personal details:**
Name and surname, address, phone number, e-mail address
Do you have an official disability identification card?
What is the nature of your mobility restriction?
Are you travelling with a companion?
What assistance do you use (e.g. folding wheelchair, non-folding wheelchair, walker)?
Details of assistance used: length, width and weight
Do you need a wheelchair lift?

**Journey details:**
Day of travel, departure station, transfer station, destination station, time of departure,
time of arrival, train number (if possible), coach number, seat number

Do you need help when getting on or off the train or changing trains?
Where would you like to be met (e.g. DB Information counter, DB Travel Centre, entrance)?

3  Assistance at stations

Stations offering assistance

At many stations across Germany, DB Station&Service AG provides people with disabilities and reduced mobility with a free service when boarding trains, changing and disembarking. This assistance is available at stations with service staff. However, these employees are present only during certain times, not around the clock.

Many stations are equipped with mobile lifts, ramps and electric vehicles.

Even at stations with service staff, a traveller requesting help at short notice can encounter a problem: there might not be an employee available at precisely the time when the passenger needs assistance. The EU regulation on rail passengers' rights states that station operators must provide assistance only if they receive notification at least 48 hours before the time when assistance is required.

Even if you are travelling to/from a station where help is available at short notice, it is a good idea to contact the Mobility Service Centre and inform us in advance if you require assistance. This will enable you to complete your journey as planned.

Service staff are sent to other stations to provide assistance when it is needed, and we perform this service on behalf of other rail operators as well.

If a traveller needs help at these stations, it is necessary to contact the MSC with notification at least 24 hours before travel (48 hours within in Europe).

Overview of stations where assistance is available in Appendix 1

Appendix 1 provides an overview of the following:

- The stations and times when assistance is available following advance notice (columns 1 and 2)
The stations and time where assistance is available without advance notice (columns 1 and 3)

DB Station&Service AG would like to point out the following:

▪ Due to service employees’ workloads at the stations listed in Appendix 1, it is not always possible to provide all forms of requested assistance at all times
▪ If, due to service employees’ workloads, it is not possible to provide everyone with assistance in the event of simultaneous requests, staff follow a first come, first served approach and assist whoever provides notification first
▪ Staff do not prioritise a specific mobility restriction over any other
▪ The passenger requiring assistance must arrive at the meeting point named by Mobility Service Centre at least 20 minutes before their journey is scheduled to begin
▪ DB Station&Service AG cannot provide assistance to people with disabilities and reduced mobility at stations that are not listed in Appendix 1

DB Station&Service AG does not guarantee that it can always provide assistance at short notice as requested and at the times indicated by the traveller.

Orthopaedic aids

Due to the capacity limitations (dimensions, load weight) of mechanical boarding aids at stations and suitable spaces in the vehicles used by rail operators, assistance can only be provided if orthopaedic aids meet Deutsche Bahn's conditions for the transportation of such aids as specified in Appendix 2.

4 Appendices

Appendix 1: Overview of stations where assistance is available following prior notification and on an ad-hoc basis
Appendix 2: Conditions for the transportation of orthopaedic aids