



Trein Tram Bus.be

beweging voor beter openbaar vervoer

ROVER

To:
Eurostar Family
NS International

Amersfoort, August 4, 2022

Dear ms Luiten, Beste Heike,
Dear mr Thillaye, Dear Renaud

Much earlier than expected passengers are back traveling by international train. A growing number of passengers are aware of climate change and therefore choose to travel by train instead of cars or planes.. I think you will agree that this is a very welcome trend.

Of course, passengers expect that Thalys is doing everything in their power to prevent cancellations and break downs of trains. We don't have any indication that maintenance is not done well enough. As far as we know the disruptions of last week are caused by bad luck. Passengers are willing to accept the possibility of disruptions, we know that things can go wrong. However, if that is the case passengers need proper assistance to reach their destination. Passenger needs up-to-date information, well timed assistance and if needed a hotel overnight stay.

Unfortunately this wasn't the case in the last weeks. Despite obligations in the rail passenger rights regulation, Thalys customers didn't get what they were entitled to. Some passengers organised journey continuation by other means of transport or paid for hotels by themselves.

We assume that Thalys will fully compensate those passengers, we think that you are (morally) obliged to do so. Secondly we hope that Thalys is reviewing its standard operation procedures in case of disruption. As ridership is high, the rebooking of passengers to the next Thalys is problematic. Therefore, there is a need to take (new) measures to deal with these kind of situations. We would also like to ask you to examine what could be done to evacuate passengers quicker from trains, especially when acceptable conditions on board cannot be guaranteed.

We are happy to discuss and review your procedures in case of disruption from a passenger's perspective. That should lead to a higher passenger satisfaction and customers that are happy to use Thalys on their next journey.

Kind regards,

Freek Bos
CEO
Reizigersvereniging Rover

Stefan Stynen
Chairman
Trein Tram Bus

*Rover.
Van reizigers,
voor reizigers.*