

## **Temporary Directions of the Passenger's Car Delayed Compensation Processing - Taiwan Railway Administration, Ministry of Transportation and Communications**

- 1 – These Directions is instituted by the Taiwan Railways Administration (Hereinafter known as this Administration) to protect the rights of the passengers.
- 2 – Passengers with seat tickets (including without seat tickets) of designated trip of a 'Limited Express' class train (and above) and have taken the designated trip but the arrival time at the destination is delayed for more than 80 minutes than the scheduled arrival time, will be compensated in accordance with the regulations stipulated in these Directions.
- 3 – Any passenger(s) that match the conditions of compensation stated in these Directions can present their delayed trip's tickets (those without tickets will not be entertained) to their destination's station (or Stop Over Station) within 15 days from the day they took the trip and process for the refund of the fare difference between the local train fare and the basic ticket fare (refers to the ticket fare of the lowest class train, equivalent to the present Ordinary Class ticket fare) of the same class ticket fare. However, for those special fare tickets sold by this Administration, will only be refunded with the fare difference between the special fare ticket and the basic ticket fare. (Please refer to the attached sample of Ticket's Refundable Computation).
- 4 – If the cash is insufficient or can not handle the refund due to too many passengers, the destination's station should immediately contact other station through telex or telephone to entrust them to process the refund and should certify and clearly states: "Process the refund from the relevant station within 15 days that particular trip arrived" on the ticket; However if the processing station have no time to certify all the tickets, it can do the certifying and refund on a latter days after being verified.
- 5 – Any passenger(s) who was stopped from traveling due to the delay connecting train at the stop-over station or at the connecting station (refers to the designated connecting train), aside from refunding the passenger with the "local train" ticket fare according to the regulation, the passenger should also be compensated with the delayed time of the "local train" he/she had taken in accordance with these Directions. However if the passenger continue to travel by taking the next connecting train after being certified by this Administration, the computation of the delayed time will still use the standard computation of original arrival time of the designated train.
- 6 – If due to the malfunction of a train and the passengers are transferred to the next train or took other route train or process by this

Administration to take other means of transportation to continue their traveling trips, the computation of its actual delayed arrival time is still base on the scheduled arrival time of the original train as its basic computation standard.

- 7 – Before buying a ticket and taking the train at the origin station and the stations had announced that the train will be delayed for such and such time, the passenger still agree to buy the ticket and take the train, that station should put a remark on the ticket stating: “(This train was delayed at the origin station for xx minutes, the passenger agreed that the above stated delayed minutes can be deducted when computing the delayed compensation) If the arrival time does not reach 80 minutes after deducting the above stated delayed minutes, the passenger will not be compensated, otherwise the exceeding minutes will be compensated according to these Directions.
- 8 – The delayed compensation of a passenger holding a ‘On Account Ticket’ is certified by the destination’s station for the delayed time and ticket fare deductible amount, and return to the passenger’s Accounting unit as evidence for deducting the delayed compensation when payment the monthly statement to this Administration.
- 9 – When a passenger train was delayed and had reach the delayed time compensation standard, the Deputy Station Master of that station should immediately confirmed the delayed time with the shifting center, and also notify the Duty Station Master to inform the ticketing office’s relevant unit to process the refund of the ticket fare difference. If the ticketing clerk was not informed, he/she should immediately verify and process the refund base on the receipt, so as to maintain the passenger’s rights.
- 10 – Base on these Directions, although the delayed time of a passenger’s train has slightly not reach the compensation standard, but due to the delay of the train it’s already late at night when it had arrived at the station, and there is no more public transferring transportation available for the passengers to take, the Duty Station Master is therefore authorized to base on the actual situation and compensate the passengers with the amount as stipulated in this compensation’s regulation, and must Fax the Supervising Operation Division 主管運務段 and Accounting, 2<sup>nd</sup> Office of Operation 運務二處 for inspection.
- 11 – The following situations are not applicable to the compensation of these Directions:
  1. Passenger changing train on his/her own free will.
  2. Non-Limited Express train or ticket without designating any class of Limited Express train. However, if the passenger had appeal that he/she had taken the delayed train and was confirmed and certified by the Train Master or the Duty Station Master, the passenger will be compensated according to these Directions.

3. Passenger that has not bought a ticket from the origin station and just bought the ticket on the train or at the station. But the passenger had actually bought the ticket and took the train then the delayed situation had occurred which reached the delayed compensation standard and was confirmed and certified by the Train Master or the Duty Station Master, he/she will be compensated according to these Directions.
4. Delayed caused by natural calamities and other circumstances beyond control (such as: hurricane, fire, earthquake, damage cause by human factor, air raid alarm...).