STATUTORY RULES OF NORTHERN IRELAND

2014 No. 186

TRANSPORT

The Bus and Coach Passengers Rights and Obligations (Designation of Terminals, Tour Operators and Enforcement) Regulations (Northern Ireland) 2014

Made - - - -	*26th June 2014*
Coming into operation	*28th July 2014*

The Department for Regional Development(**1**), being a Department designated(**2**) for the purposes of Section 2(2) of the European Communities Act 1972(**3**) in relation to measures relating to the carriage of passengers and goods by road, in exercise of the powers conferred by that section makes the following Regulations—

Citation and commencement

1. These Regulations may be cited as the Bus and Coach Passengers Rights and Obligations (Designation of Terminals, Tour Operators and Enforcement) Regulations (Northern Ireland) 2014 and come into operation on the 28th July 2014.

Interpretation

2. In these Regulations—

"designated terminal" means a terminal designated by these regulations for the purposes of Article 12 of EU Regulation 181/2011;

"Regulation 181/2011" means Regulation (EU) No 181/2011(**4**) of the European Parliament and of the Council of 16th February 2011 concerning the rights of passengers in bus and coach transport;

"terminal managing body, travel agent and tour operator" have the same meanings as that contained in Article 3 of Regulation 181/2011.

(**1**) SI 1999/283
(**2**) SI 1996/266
(**3**) 1972 c.68 as designated under.
(**4**) OJ No. L55, 28.2.2011, p1

3. The Interpretation Act (Northern Ireland) 1954(**5**) shall apply to these Regulations as it applies to an Act of the Northern Ireland Assembly.

Designation of terminals

4. For the purposes of Article 12 of Regulation 181/2011, the designated bus and coach terminal at which assistance for disabled persons and persons with reduced mobility shall be provided is the Europa Buscentre, Great Victoria Street, Belfast.

Establishment/designation of enforcement bodies

5.—(1) For the purpose of Article 28(1) of Regulation 181/2011 the body responsible for the enforcement of that Regulation in relation to a designated terminal or a terminal managing body is the Department for Regional Development.

(2) The terminal managing body of a designated terminal must supply to the Department for Regional Development such information and documents as that Department may reasonably require for the purpose of, or in connection with, the exercise of any of its functions under Regulation 181/2011 or these Regulations.

(3) For the purpose of Article 28(1) of Regulation 181/2011 the body responsible for the enforcement of that Regulation in relation to a travel agent or a tour operator is the Department of Enterprise, Trade and Investment.

(4) A travel agent and a tour operator shall supply to the Department of Enterprise, Trade and Investment such information and documents as that Department may reasonably require for the purpose of, or in connection with, the exercise of any of its functions under Regulation 181/2011 or these Regulations.

Establishment/designation of passenger complaints handling system

6.—(1) The designated body for the purpose of Article 28(3) of Regulation 181/2011 to which any passenger may submit a complaint about an alleged contravention of Regulation 181/2011 is–

(a) where the alleged contravention is by a terminal managing body, the Department of Regional Development; and

(b) where the alleged contravention is by a travel agent or a tour operator, the Department of Enterprise, Trade and Investment.

(2) A passenger shall send any complaint about an alleged contravention of Regulation 181/2011 by a terminal managing body –

(a) in the first instance to the terminal managing body who is the subject of the complaint; or

(b) if the complaint is not resolved within 3 months of the date it was sent to the terminal managing body to the Department for Regional Development.

(3) A passenger shall send any complaint about an alleged contravention of Regulation 181/2011 by a travel agent or a tour operator –

(a) in the first instance to the travel agent or tour operator who is the subject of the complaint; or

(b) if the complaint is not resolved within 3 months of the date it was sent to the travel agent or tour operator to the Department of Enterprise, Trade and Investment.

(4) A complaint in accordance with paragraphs (2) or (3) shall be in writing.

(**5**) 1954 c.33(N.I.)