

Quality report 2019. Pursuant to Article 28 (2) of Regulation No 1371/2007.
Minimum requirements for service quality standards

Service name	Description
Information and tickets	Published on the website: www.gorail.ee
Punctuality of transport services and general principles concerning interruption of transport services	Published on the website: www.gorail.ee ; https://www.gorail.ee/reisijate-veoeeskiri/
Terms of cancellation	Published on the website: www.gorail.ee ; https://www.gorail.ee/reisijate-veoeeskiri/ ; Lisa 2
Cleanliness of rolling stock and railway stations (air quality in wagons, cleanliness of sanitary facilities, etc.)	AS GoRail organizes the transport of passengers on train routes in compliance with the legislation in force in the Republic of Estonia, European Union legislation, international agreements, treaties, normative documents and the provisions of the Agreement on the International Carriage of Passengers by Rail (SMPS) and its annexes. The international train Moscow-St. Petersburg-Tallinn belongs to "AO ФПК" and meets the requirements of traffic safety, fire safety, technical operation rules, railway infrastructure manager rules and railway law. On the road, wet cleaning is performed at least 4 times a day with the treatment of passenger hand contact points (door handles, handrails, plumbing equipment). Ventilation system control and temperature control are guaranteed. On the territory of Estonia, the international train Moscow-Petersburg-Tallinn has four stops: Narva, Jõhvi, Tapa, Tallinn-Baltic. The service at their stations is provided by AS Eesti Raudtee.
Customer satisfaction survey	A customer satisfaction survey (January 2020) has found out how likely you are to recommend a train ride to your friends, given the level of service. In addition, the ticketing / service availability procedure has been evaluated. The satisfaction survey was conducted at the box office of AS GoRail, where communication with the customer was direct. The analysis of the answer was: The train and the service were assessed as good: the condition of the wagons is above average, the staff is polite. The exit of the platform and the boarding of the train were convenient, but there was no waiting room. In addition, the time of arrival in St. Petersburg is inconvenient for tourists. Convenient for locals.
Complaints handling, refunds and redress if service quality standards are not met	Published on the website: www.gorail.ee ; https://www.gorail.ee/reisijate-veoeeskiri/
Assistance for disabled persons and persons with reduced mobility.	Published on the website: www.gorail.ee ; https://www.gorail.ee/reisijate-veoeeskiri/