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The quality of tourist rail transport

The paper presents issues relating to the possibilities of measuring the quality of tourist rail. On the basis of identification of the general relations between transport and tourism there were formed the quality features of rail transport services. Assuming that rail is basic means of domestic tourist transport there were shown the factors influencing the quality level, quality features and the possible methods of the quality level evaluation.

Translated by Agnieszka Drabik-Prywer