

EPF Annual Meeting Berlin, 9 April 2016 Passenger Rights

***Ruth Lopian, DG MOVE – Unit D4
Passenger rights***

2 conditions for an efficient protection of passenger rights

1. A legal framework to protect passengers
2. Passengers are aware of their rights

PASSENGER RIGHTS

- The Legal Framework
- 10 Basic Passenger Rights
- What's next?

2 conditions for an effective protection of citizens when travelling

1. A Legal Framework
2. Passengers know their rights

LEGAL FRAMEWORK

All transport modes are now covered :

- *Air - Regulation 261/2004 on air passenger rights and Regulation 2027/97 on air carrier liability ongoing revision*
- *Air - Regulation 1107/2006 on the rights of disabled persons and persons with reduced mobility when travelling by air*
- *Rail - Regulation 1371/2007 on rail passengers' rights and obligations*
- *Sea and inland waterways - Regulation 1177/2010 (since December 2012)*
- *Bus and coach - Regulation 181/2011 (since March 2013)*

PASSENGER RIGHTS AWARENESS

*It is not enough to adopt EU legislation -
passengers need to know their rights*

- 2012: each EU citizen travelled +12,000km
- 2013: Europeans made > 1 billion holiday trips
- Only 31% of travellers are aware of their rights

10 BASIC PASSENGERS RIGHTS

The EU is the first –and only- integrated area with passenger rights rules covering all modes of transport

Passengers in the EU enjoy a minimum set of rights:

1. Non-discrimination

- Availability of tickets and fares
- Based on nationality, disability etc.
- Direct or indirect discrimination

10 BASIC PASSENGERS RIGHTS

2. Right to Mobility: Disabled Passengers and Passengers with Reduced Mobility

- Accessibility
- Free assistance
- Provision of information in adapted formats

3. Information

- Right to travel information
- Obligation to inform passengers of their rights

10 BASIC PASSENGERS RIGHTS

4. Cancel Trip in case of disruption (right to reimbursement)

- In case of long delay, cancellation or denied boarding (and return to point of departure)

5. Rerouting or Rebooking

- Rerouting to the final destination, or
- Rebooking at a later date at your convenience

10 BASIC PASSENGERS RIGHTS

6. Assistance

- Information on the situation
- Meals, refreshments and accommodation
- Special assistance in case of accident

7. Compensation

- For cancellation or long delay

10 BASIC PASSENGERS RIGHTS

8. Carrier liability

- In case of death or injury
- For loss or damage to luggage or PRM mobility equipment

9. Easy complaint handling

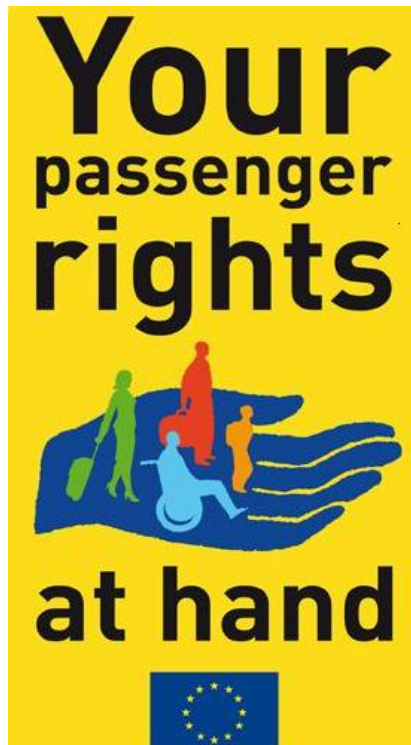
- Complaints handled by transport operators

10 BASIC PASSENGERS RIGHTS

10. Effective enforcement of rights

- States' authorities and regime of sanctions
- Authorities: monitoring, complaint handling, cooperation and sanctioning
- EC: monitoring, guidance, meetings, infringement procedures

INFORMATION CAMPAIGNS



YOUR PASSENGER RIGHTS AT HAND

Different Campaigns between 2010 and 2015

Campaign actions: website, posters, leaflets, videos, social media, local events, collaboration...



Train late?

Your
passenger
rights
at hand



Find out more:
Visit the website at
ec.europa.eu/passenger-rights,
download the passenger rights
app or call Europe Direct on
00 800 6 7 8 9 10 11*

Train delayed or cancelled? Difficulties with
purchasing tickets? Left without information?

Railway undertakings and railway stations
have a legal obligation to inform you about
your rights and where to complain

Ever experienced one of these problems? EU legislation protects
your rights wherever you travel across Europe



*Certain telephone
operators may deny or
charge for access
to 00 800 numbers

Mobility and
Transport



Bus
delayed?

Your
passenger
rights
at hand



Find out more:
Visit the website at
ec.europa.eu/passenger-rights,
download the passenger rights
app or call Europe Direct on
00 800 6 7 8 9 10 11*

Bus delayed or cancelled? Difficulties with
purchasing tickets? Left without information?

Bus and coach operators and bus terminal
managers have a legal obligation to inform
you about your rights and where to complain

Ever experienced one of these problems? EU legislation protects
your rights wherever you travel across Europe



*Certain telephone
operators may deny or
charge for access
to 00 800 numbers

Mobility and
Transport



Ship delayed?

**Your
passenger
rights**



at hand



Find out more:
Visit the website at
ec.europa.eu/passenger-rights,
download the passenger rights
app or call Europe Direct on
00 800 67 8 9 10 11*



Ship delayed or cancelled? Difficulties with
purchasing tickets? Left without information?

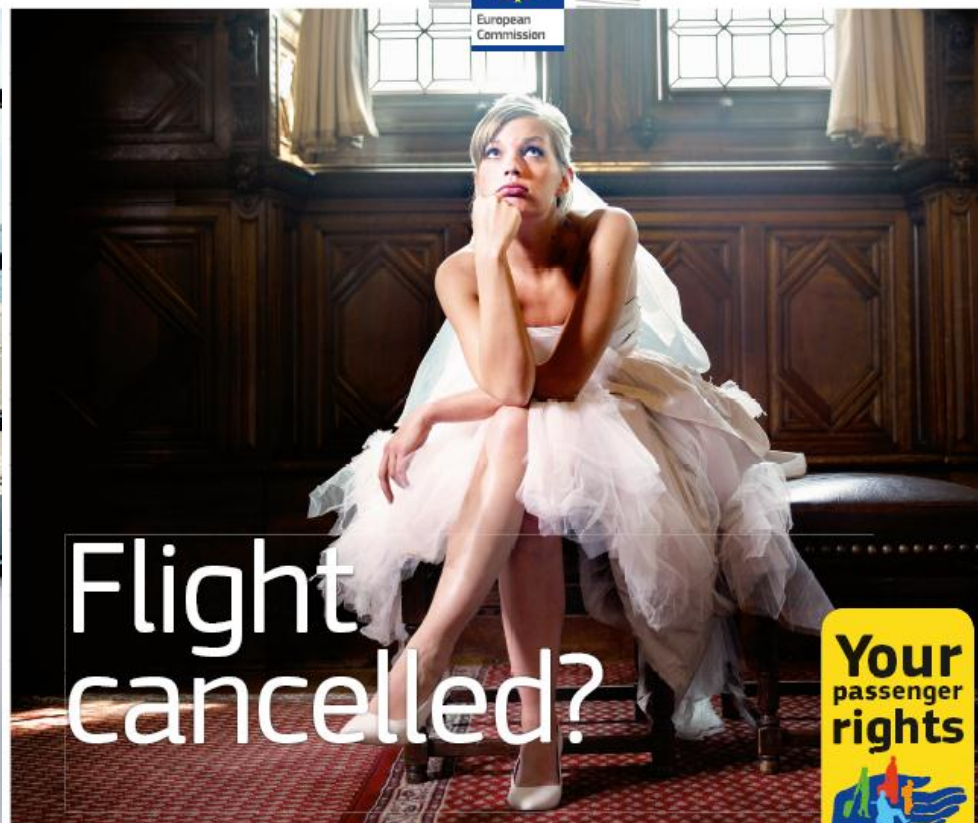
**Ferry and cruise companies and terminal
operators have a legal obligation to inform
you about your rights and where to complain**

Ever experienced one of these problems? EU legislation protects
your rights wherever you travel across Europe



*Certain telephone
operators may deny
or charge for access
to 00 800 numbers

Mobility and
Transport



Flight cancelled?

**Your
passenger
rights**



at hand



Find out more:
Visit the website at
ec.europa.eu/passenger-rights,
download the passenger rights
app or call Europe Direct on
00 800 67 8 9 10 11*



Flight cancelled or delayed?
Lost luggage? Denied boarding?

**Airlines have a legal obligation to
inform you about your rights and where
to complain**

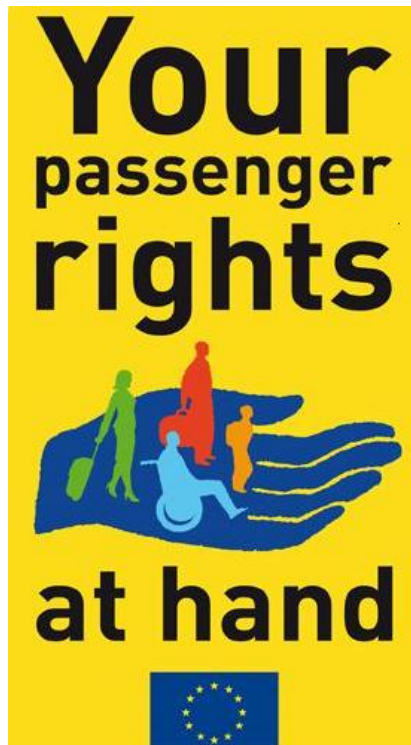
Ever experienced one of these problems? EU legislation protects
your rights wherever you travel across Europe



*Certain telephone
operators may deny
or charge for access
to 00 800 numbers

Mobility and
Transport

INFORMATION CAMPAIGNS



NEW Campaign starting in 2016

- **Web based**
- **Two years**
- **Targeted to transport hubs and specific travelling seasons**

What has been done?

2012:

- Interpretative **guidelines** on PRM air transport;

2014:

- Working document on complaint handling and enforcement of the air passenger rights regulations
- Eurobarometer on passenger rights

2015:

- Report on domestic exemptions in rail
- Interpretative **guidelines rail** transport;

What is in the Pipeline I?

- Effective implementation of EU legislation by Member States
- Completion of the **Air Passenger Rights revision**:
 - More uniform interpretation
 - Better enforcement and access to redress
 - Increase passenger rights awareness
 - Continuity of service in case of major disruption
 - Extraordinary circumstances

What is in the Pipeline II?

2016/2017

- Application Report on waterborne and bus and coach Regulations
- Guidelines on air passenger rights (case law)
- Impact Assessment on options to better protect rail passengers - possible proposal to **revise** the **Rail** Regulation

2017/2018:

- Possible new initiative on passenger rights in multimodal transport

Your Passenger Rights: **europa.eu/youreurope/citizens/travel/passenger-rights**

