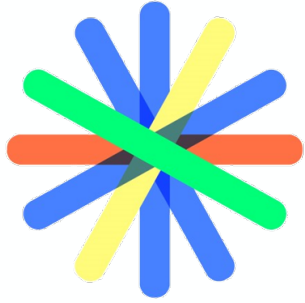


Improved Rights and Better Information for Travellers – Focus on Bus & Coach



06. October 2025
Delphine Grandsart
European Passengers' Federation



**European
Passengers'
Federation**

**We are the voice of public
transport users in Europe.**

- European association of national and regional passengers' organisations
- 41 member organisations
- 21 countries

Main objectives

Advocate passengers' views at EU level

Promote sustainable mobility

Improve end-to-end journey experience

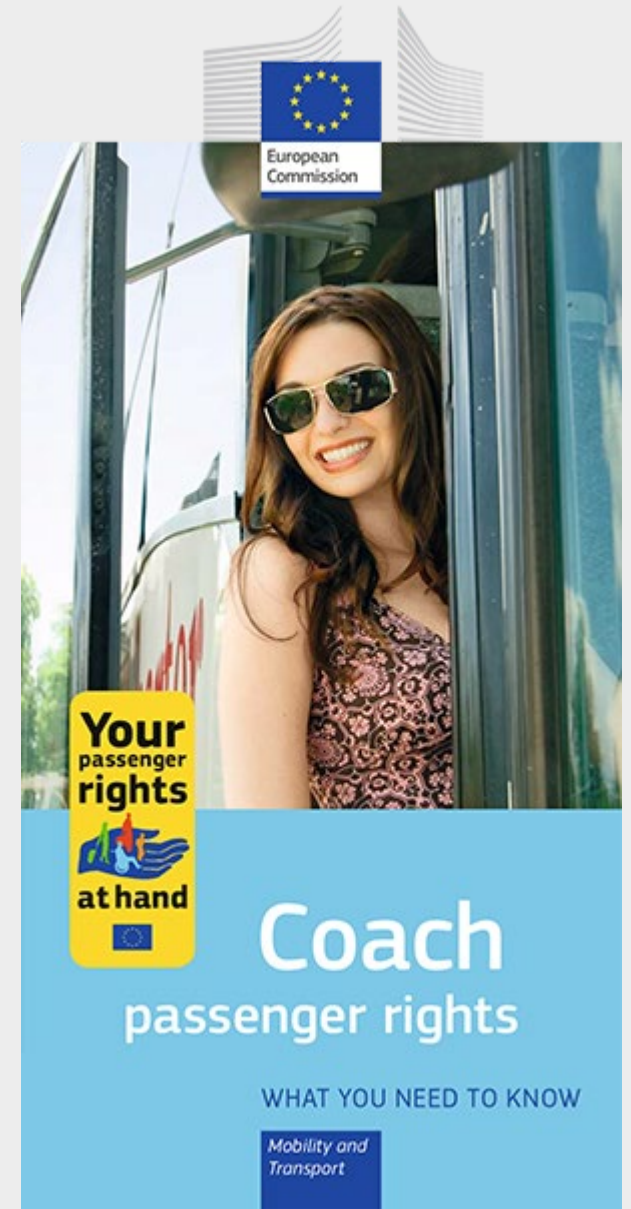
Tackle transport poverty

Defend better passenger rights

Always ask *'What's in it for users?'*

Improved rights

- Reduce the 250km threshold
- Damaged or lost luggage
- PRM assistance and accessibility
- Re-routing, reimbursement and assistance
- Compensation for delays upon arrival
- Submitting complaints
- Alternative Dispute Resolution
- Alignment with other modes & multimodal





Better information

How do I book a trip?

Why do I see different prices on different websites? How do I get to the cheapest one?

What happens if my bus is delayed and I miss a train or flight?

Is there any bus service at the airport or station of my arrival or should I take a taxi?



Passengers are confused and frustrated. They might take the easiest solution. But... sometimes that's not the most sustainable!



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Thank you!

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