



# Ship delayed?

**Your  
passenger  
rights  
at hand**



**Find out more:**

Visit the website at [ec.europa.eu/passenger-rights](http://ec.europa.eu/passenger-rights), download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11\*

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



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