

## **THE PROCEDURE FOR EXERCISING PASSENGER RIGHTS AND LEGAL PROTECTION OF PASSENGERS**

In cases of violation of the rights of passengers (delay, cancellation, etc.) the passenger should first appeal to the carrier or service provider.

Carriers or service providers, as well as port authorities, are required to provide a service as a mechanism to enable passengers to exercise the rights guaranteed by Regulation (EU) No 1177/2010.

The passenger is required to submit a complaint to the carrier or service provider within two months from the date of travel.

The passenger must be notified within one month that his complaint is accepted, rejected or is still under consideration.

The final answer must be delivered to the traveler no later than two months from the receipt of his complaint.

If the passenger does not receive an answer or does not get a satisfactory answer, or cannot exercise their rights directly with the carrier or service provider, he may then submit a complaint to the National enforcement body - *Coastal Liner Services Agency*.

Coastal Liner Services Agency is the national authority responsible for the implementation of the Regulation in the Republic of Croatia.

Contact information:

Coastal Liner Services Agency

Ulica grada Antofagaste 6

21000 Split

Croatia

Tel: 021/329 370,

Fax: 021/329 379,

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This summary is drafted in accordance with Article 23 (2) of Regulation and has no legal value.

The official and fully binding text of the Regulation is available here:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=DD:15:13:32010R1177:HR:PDF>