



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 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