

## TRIP CANCELLED OR DELAYED FOR A LONG TIME?

Carriers and terminal operators have a legal obligation to inform you about

# YOUR RIGHTS

**Your  
passenger  
rights**



**at hand**



and where  
to complain



### GENERAL PASSENGER RIGHTS

#### TICKETS AND NON-DISCRIMINATION

Carriers will issue you a ticket.

You are protected against discrimination notably based on nationality, residence or disability when buying tickets and travelling.

#### REDUCED MOBILITY

If you're disabled or you have reduced mobility, you have the right to:

- Assistance at no additional cost at ports, including when embarking and disembarking and on board a ship. Assistance will be better provided if you notify the carrier or the port of your needs at least 48 hours before departure.
- Reimbursement or rerouting in case of denied boarding for you and your accompanying person, if you hold a reservation or a ticket, and have notified the carrier of your specific needs at the time of making the reservation or buying the ticket.

Information has to be fully accessible to you.

#### INFORMATION

Transport companies need to inform you about the ticket price, your rights and the circumstances of your journey both before departure and while travelling.

#### PACKAGE HOLIDAYS

Package tour operators must give accurate information on the holiday booked, comply with contractual obligations and protect passengers in case of the organiser's insolvency.

### TRIP CANCELLED? LONG DELAY WHEN DEPARTING?

#### INFORMATION

You have the right to be informed about the disruption and the estimated departure and arrival times as soon as this information becomes available.

#### ASSISTANCE

You may have the right to meals and refreshments if they are available or can reasonably be supplied, accommodation (if necessary) and transportation to and from the accommodation.

#### RENOUCE TRAVELLING

Where the delay is longer than 90 minutes, you have the right to a refund of your ticket if you decide not to travel and, if necessary, a return service free of charge to the point of departure as soon as possible.

#### REROUTING

If the delay is longer than 90 minutes, you have the right to be rerouted to your final destination as soon as possible at no additional cost. You may agree with the carrier for a rebooking at a later date if that is more convenient for you.

#### COMPENSATION

You may have the right to compensation of between 25% and 50% of the ticket price depending on the length of the delay in arrival to your destination. Compensation is not due where you hold an open ticket with no time of departure specified, you are informed of the delay before buying the ticket, the cause is within your control, weather conditions are endangering the safe operation of the ship or the cause is due to extraordinary circumstances.



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

Note that some countries have exemptions for parts of this legislation and that in limited cases your journey may not be covered. More information on exemptions and the lists of national authorities responsible for enforcing these rights are available at: <http://ec.europa.eu/transport/passenger-rights/>

This poster is for information purposes only. Any legal claim or action taken in the event of a dispute should be based solely on the legal texts concerned. These may be found in the Official Journal of the European Union. Published by: European Commission, Directorate-General for Mobility and Transport, B-1049 Brussels.