National Enforcement Bodies under

Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

https://transport.ec.europa.eu/transport-themes/passenger-rights/maritime_en

All carriers/terminal operators shall have a complaint-handling mechanism in place for passengers travelling by sea and inland waterways.

Passengers may also submit complaints to one of the **National Enforcement Bodies (NEBs)** listed below.

Please note that in some countries (as indicated in the last column of the table), complaints shall **first be submitted to the carrier/terminal operator**. Passengers may only address their complaint to the NEB when the issue was not resolved at the level of the carrier/terminal operator (e.g. in the absence of reply within two months, if their complaint was dismissed, etc.).

Please also note that some National enforcement bodies may not be able to enforce your claims and offer you redress. If you are not satisfied with the carrier/terminal operator's response and/or with the answer from the National Enforcement Body, you will have to pursue the matter through alternative dispute resolution or in Court.

The competent NEB is the NEB of the EU **country of departure** except when the service departs from a third country. Then, the NEB of the EU country of arrival is competent. However, passengers are free contact the NEB of their choice.

The table below is based on the information received from the EU Member States.

Updated: September 2024

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Austria	Agentur für Passagier- und Fahrgastrechte (apf) / Agency for Passenger Rights (apf) Linke Wienzeile 4/1/6 1060 Wien, Austria	Tel.: +43 1 505 07 07 – 730 www.passagier.at Online complaint form in German: https://www.apf.gv.at/de/beschwerde-schiff.html E-mail for English complaints: schiff@apf.gv.at	YES
Belgium	Service Public Fédéral Mobilité et Transports, Direction Générale Transport maritime Federale Overheidsdienst Mobiliteit en Vervoer, Directoraat-generaal Maritiem Vervoer	Tel. +32 2 277 35 01 e-mail: waterborne.passengerrights@mobilit.fgov.be http://www.mobilit.belgium.be/fr/navigation/droitspassagers/ www.mobilit.belgium.be/nl/scheepvaart/passagiersrechten/	NO

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Bulgaria	**Complaints against carriers and port operators:** Executive Agency "Maritime Administration" (EAMA) 9 Dyakon Ignatiy Street, Sofia 1000, Bulgaria **Complaints against tour operators and travel agents:** Commission for Consumer Protection 1 Vrabcha Street, Sofia 1000, Bulgaria	Tel.: +35 92 930 0910 e-mail: bma@marad.bg https://egov.bg/wps/portal/egov/vashata+evropa/patuvane+v+ramkite+na+sayuza/prava+i+zadalzheniya tel.: +35 92 933 0565 fax: +35 92 988 4218 e-mail: info@kzp.bg	NO
Croatia	Coastal Liner Services Agency (CLSA) Agencija za obalni linijski pomorski promet Ulica grada Antofagaste 6, 21000 Split, Croatia	Tel.: +385 21 329 370 Fax: +385 21 329 379 e-mail: info@agencija-zolpp.hr www.agencija-zolpp.hr	YES
Cyprus	Shipping Deputy Ministry of the Republic of Cyprus Offices: Kyllinis Street, Mesa Geitonia, Limassol, Cyprus. Postal Address: P.O.Box 56193, 3305 Limassol, Cyprus.	Tel.: +357 25 848100 Fax: +357 25 848200 e-mail: passengerrights@dms.gov.cy https://www.dms.gov.cy	YES
Czech Republic	National Navigation Authority of the Czech Republic	Tel.: +420 234 637 111 Fax: +420 283 871 514 e-mail: reditelstvi@plavebniurad.cz www.spspraha.cz	NO

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Denmark	**Complaints against carriers and complaints that are not handled by other national authorities:** The Danish Maritime Authority/ Søfartsstyrelsen **Complaints against terminal operators plus matters relating to port facilities and terminals:** The Danish Civil Aviation and Railway Authority/Trafikstyrelsen **Complaints of an economic nature of EUR 148 or more:** Danish Appeals Boards Authority/ Nævnenes Hus	Tel.: +45 7219 6000 e-mail: mrj@dma.dk https://dma.dk/safety-at-sea/safety-for-passengers/passenger-rights Tel.: +45 7221 8800 e-mail: info@trafikstyrelsen.dk https://en.trafikstyrelsen.dk/ Tel.: +45 7240 5600 e-mail: nh@naevneneshus.dk https://naevneneshus.dk	YES
Estonia	Consumer Protection and Technical Regulatory Authority Postal address: Endla 10a, 10122 Tallinn, Estonia	Tel.: +372 667 2000 Fax: +372 667 2001 e-mail: info@ttja.ee www.ttja.ee	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Finland	**Complaints from private consumers:** Consumer Disputes Board P.O. Box 306 FIN-00531 Helsinki **Complaints from PRM-passengers and supervision of the rights of non-consumers (i.e. business travellers, no handling of individual cases)** The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI – 00101 HELSINKI **Supervision of the interests of consumers on a collective level (no handling of individual cases):** Consumer Ombudsman / Finnish Competition and Consumer Authority P.O. Box 5 FIN-00531 Helsinki	Tel.: +358 29 566 5200 e-mail: kril@oikeus.fi www.kuluttajariita.fi Tel.: +358 29 534 5000 e-mail: kirjaamo@traficom.fi www.traficom.fi Tel.: +358 29 505 3000 e-mail: kirjaamo@kkv.fi www.kkv.fi	YES
France	Ministère de l'économie et des finances Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) (Directorate General for Competition, Consumption and Anti-Fraud) 59, bd Vincent Auriol 75703 Paris cedex 13	Website: https://www.economie.gouv.fr/dgccrf Online complaint form: https://signal.conso.gouv.fr/	NO
Germany	Eisenbahn-Bundesamt (EBA) (The Federal Railway Authority) Heinemannstraße 6 53175 Bonn, Germany	Tel.: +49 228 30795 – 400 www.eba.bund.de	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Greece	Ministry of Maritime Affairs & Insular Policy Akti Vasiliadi Gate E1-E2, Piraeus, Greece, Post Code 185 10	Tel.: +30 213 137 4258 Tel.: +30 213 137 1495 Fax: +30 210 413 5673 e-mail: dths@hcg.gr www.hcg.gr www.yen.gr	YES
Hungary	**Complaints against carriers:** Ministry for Innovation and Technology Consumer Protection Strategy Department H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1, Hungary **Complaints against ports and terminal operators:** Government Office of the Capital City Budapest Department of Transport H-1138 Budapest, Vaci ut 118 Postal address: H-1387 Budapest, Pf. 1007, Hungary	Tel.: +36 1 795 8282 Fax: +36 1 311 1412 e-mail: fogyasztovedelem@itm.gov.hu Tel.: +36 1 474 1751 e-mail: hajozas@bfkh.gov.hu	NO
Ireland	National Transport Authority Dun Sceine Harcourt Lane Dublin 2 Ireland	Tel.: +353 18798300 Fax: +353 18798300 e-mail: complaints@nationaltransport.ie/ info@nationaltransport.ie www.nationaltransport.ie http://www.transportforireland.ie/	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Italy	Autorià di Regolazione dei Transporti (ART) (Transport Regulation Authority) Via Nizza N. 230 – 10126 Torino	Tel.: +39 01119212550 e-mail: *pec@pec.autoritatrasporti.it* Online tool (SiTe): https://secure.autorita-trasporti.it/ART_Login/Login.aspx http://www.autorita-trasporti.it/	YES
Latvia	Consumer Rights Protection Centre Brivibas Street 55 Riga, LV – 1010, Latvia	Tel.: +371 67388651 +371 65452554 Fax: + 371 67388634 e-mail: pasts@ptac.gov.lv Latvian: https://www.ptac.gov.lv/lv/pasazieru-tiesibas-celojot-pa-juru-un-iekszemes-udensceliem English: https://www.ptac.gov.lv/en/ship-passenger-rights	YES
Lithuania	**Complaints from passengers and cruise participants:** The State Consumer Rights Protection Authority Vilniaus str. 25 01402 Vilnius, Lithuania **Supervision of implementation of the provisions of the Regulation (except complaints from passengers and cruise participants):** Lithuanian Transport Safety Administration Švitrigailos g. 42 03209 Vilnius, Lithuania	Tel.: +370 5 262 6751 Fax: +370 5 279 14 66 e-mail: tarnyba@vvtat.lt www.vvtat.lt Tel.: +370 5 278 56 01 Fax: +370 5 213 22 70 e-mail: ltsa@ltsa.lt www.ltsa.lt	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Luxembourg	Ministére de la Protection des consommateurs 271, route d'Arlon L-1150 Luxembourg Postal address: B.P 119 L-2011 Luxembourg	Tel.: +352 247 73700 e-mail: passagers@mpc.etat.lu https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/droits-voyageurs/droit-passagers-bateaux.html	YES
Malta	Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda Hamrun HMR 9010 Malta	Tel.: +356 2395 2000 Fax: +356 2124 2406 e-mail: seapassengerrights.mccaa@mccaa.org.mt http://www.mccaa.org.mt/en/sea-passenger-rights	YES
Netherlands	Inspectie Leefomgeving en Transport Bezoekadres Rijnstraat 8 2515 XP Den Haag Postal address: ILT, Postbus 16191, 2500 BD Den Haag, the Netherlands	Tel.: +31 88 - 489 00 00 https://www.ilent.nl/onderwerpen/passagiersrechten/water	YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Poland	**Maritime Transport:** **Ports of the western and central coast (e.g. Świnoujscie, Szczecin, Kołobrzeg, Darłowo):** Maritime Office in Szczecin Pl. Batorego 4 70-207 Szczecin **Ports of the eastern coast (e.g. Gdańsk, Gdynia):** Maritime Office in Gdyniaul. Chrzanowskiego 10 81-338 Gdynia **Inland Navigation:** Inland Navigation Office in Szczecin Pl. Batorego 4 70-207 Szczecin	Tel.: +48 91 440 34 00 Fax: +48 91 434 46 56 e-mail: sekretariat@ums.gov.pl www.ums.gov.pl Tel.: +48 58 620 22 85 Fax: +48 58 620 30 39 e-mail: dumsekr@umgdy.gov.pl www.umgdy.gov.pl Tel.: +48 91 434 02 79 Fax: +48 91 434 01 29 e-mail: sekretariat@szczecin.uzs.gov.pl http://szczecin.uzs.gov.pl/	YES
Portugal	Autoridade da Mobilidade e dos Transportes (Authority for Mobility and Transport) Palácio Coimbra, Rua de Santa Apolónia, n.º 53, 1100-468 Lisboa	Tel.: +351 211 025 800 e-mail: geral@amt-autoridade.pt www.amt-autoridade.pt	YES (complaints' book)
Romania	National Authority for Consumer Protection	Tel.: +40 311 18 62 Fax: +40 314 34 62 e-mail: office@anpc.ro http://www.anpc.gov.ro/	NO

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Slovakia	Slovenská obchodná inšpekcia - ústredný inšpektorát (Slovak Trade Inspectorate - Central Inspectorate) Bajkalská 21/A SK -827 99 BRATISLAVA 27	Tel.: +421 258 272 159 e-mail: oos@oos.sk www.soi.sk https://www.soi.sk/sk/prava-cestujucich/prava-cestujucich-v-lodnej-doprave.soi https://www.soi.sk/en/SOI.soi	YES
 Slovenia	**Handling of complaints related to contractual relationships between carriers and passengers/consumers:** Market Inspectorate Dunajska cesta 160, 1000 Ljubljana, Slovenia **Monitoring of the ability of employees to assist people with disabilities/reduced mobility, availability of information on passenger rights:** Slovenian Maritime Administration Kopališko nabrežje 9 6000 Koper, Slovenia	Tel.: +386 1 280 87 00 Fax.: +386 1 280 87 40 e-mail: gp.tirs@gov.si http://www.tirs.si Tel.: +386 5 663 21 11 e-mail: ursp.box@gov.si https://www.gov.si/zbirke/storitve/prijava-krsitve-pravic-potnikov/	YES YES

Member State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Spain	**Consumer protection:** Dirección General de Consumo - Ministerio de Consumo Príncipe de Vergara 54, 28006 Madrid	Tel.: +34 91 822 44 07 e-mail: inc@mscbs.es https://www.mscbs.gob.es/consumo/pec/divulgacion/viajeMar/home.htm	YES
	Complaints related to safety of ships and deficiencies in accessibility and assistance on board to disabled persons: Dirección General de la Marina Mercante Ruiz de Alarcón, nº 1 28071 Madrid (Spain)	Tel.: +34 91 597 92 70 Fax. +34 91 597 92 35/35 87 e-mail: semar.dgmm@fomento.es http://portalservicios.fomento.es/maritimo.html	YES
	Ports / Port Terminals: Puertos del Estado Avenida del Partenon, 10 28042 Madrid (Spain)	Tel.: +34 91 524 55 19 Fax: +34 91 524 55 05 e-mail: pasajeros@puertos.es www.puertos.es	YES
Sweden	**Supervision of the Regulation in general:** Swedish Consumer Agency	Tel.: +46 771 423 300 e-mail: konsumentverket@konsumentverket.se www.konsumentverket.se	YES
	Supervision of disability-related training issues: Swedish Transport Agency	Tel.: +46 771 503 503 e-mail: sjofart@transportstyrelsen.se www.transportstyrelsen.se	

EEA countries applying Regulation (EU) No 1177/2010[1]

State	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
Iceland	Samgöngustofa (Icelandic Transport Authority) Ármúla 2 108 Reykjavík	Tel.: +354 480 6000 e-mail: samgongustofa@samgongustofa.is https://island.is/en/o/transport-authority Online complaint form: https://eydublod.samgongustofa.is/30636028827053357203 1	YES
Norway	**General enforcement and monitoring:** Sjøfartsdirektoratet (Norwegian Maritime Authority) Smedasundet 50A N-5528 Haugesund **Complaints from passengers:** Transportklagenemnda – Norsk ReiselivsForum (The Travel Complaint Handling Body) Øvre Slottsgate 18 - 20 0157 Oslo	Tel.: +47 52 74 50 00 Fax: +47 52 74 50 01 e-mail: post@sdir.no https://www.sdir.no/ Tel.: +47 22 54 60 00 e-mail: post@reiselivsforum.no https://reiselivsforum.no/web/home Online complaint form: https://reiselivsforum.no/digiforms/htmlViewer?xsessiontag=1750968875	YES

[1] As regards **the EEA countries**, Regulation (EU) No 1177/2010 was incorporated into Annex XIII to the EEA Agreement by way of Decision No 116/2015 of the EEA Joint Committee (OJ L 211, 4.8.2016, p. 74: EUR-Lex - 22016D1299 - EN - EUR-Lex (europa.eu).