



10 passenger rights

however you travel

In the last 5 years, passenger rights extended from air, to cover also passengers travelling by rail, boat, bus and coach. The EU is now the first area in the world where passengers have guaranteed rights across all forms of transport when something goes wrong with their trip. Disabled passengers and those with reduced mobility have specific rights as well.

1. Non-discrimination
2. Access and assistance for disabled passengers and passengers with reduced mobility
3. Information
4. Choice to cancel trips due to disruption
5. Rerouting or rebooking
6. Assistance in event of long delay
7. Compensation
8. Carrier liability
9. Easy complaint handling
10. Effective enforcement of rights



Source: European Commission Communication: A European vision for passengers: communication on passenger rights in all transport modes