



## PASSENGER RIGHTS (TRAINS, COACHES & BOATS)

Rail, coach and water transport (ferries, etc.) passengers in the EU have got rights to receive assistance and compensation in the instances of cancellation or significant delay of the service.

The right to receive assistance is similar to what air passengers can expect in such cases. Regulations concerning particular means of transport set different minimum times after which the passengers are within their rights to choose between receiving refund and the so-called re-routing, i.e. travelling to their destination at the earliest opportunity in comparable transport conditions:

- **Regulation 1371/2007** (rail passenger rights) set the minimum time of delay required at **60 minutes**;
- **Regulation 1177/2010** (water transport passenger rights) set the minimum time of delay required at **90 minutes**;
- **Regulation 181/2011** (bus and coach passenger rights) set the minimum time of delay required at **120 minutes**

If the service is delayed by the minimum time stated above, the passengers can choose between refund and re-routing. In some cases, there is the possibility to request the transport company to return them to the point of beginning of the journey at no additional cost.

If the passenger opts for re-routing, he/she is within rights to receive assistance. This means the right to receive meals and refreshments, adequate to the time of delay, as well as overnight accommodation, where necessary.

**IMPORTANT:** the duration of accommodation can be limited to **two nights** in case of bus/coach journeys and to **three nights** in case of water transport.

The passengers can also claim partial refund of the price paid for tickets, without losing the right to service:

- rail passengers: **25%** of the ticket price for delays between **60 and 119 minutes**, **50%** of the ticket price for delays in excess of **120 minutes**;
- water transport passengers: **25%** of the tickets price, if the delay is in excess of a minimum time, depending on the distance of the journey, **50%** if the delay is at least **double the minimum time** set by the Regulation.