

TRIP CANCELLED? DELAYED FOR A LONG TIME?

Bus and coach carriers 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

While travelling distances of more than 250 km, if you're disabled or have reduced mobility, you have the right to be assisted at no additional cost on board buses and coaches. This is provided when there is staff other than the driver on board and at designated bus stations.

Assistance will be better provided if you notify the bus or coach company of your needs at least 36 hours before departure.

All general information concerning the journey shall be fully accessible to you.

INFORMATION

Bus and coach companies and bus terminals need to inform you about the circumstances of your journey both before and during your journey. They must also provide you with information about your passenger rights.

LIABILITY

While travelling distances of more than 250 km, bus and coach companies can be held liable for injury or death as the result of a road accident. Subject to certain criteria they can be held liable for loss and damage to baggage (including mobility equipment).

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? OR LONG DELAY?

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 AT BUS TERMINALS

You may have the right to meals and refreshments if they are available or can be reasonably supplied, accommodation (if necessary) and transportation to and from the accommodation. This applies to delays of at least two hours, and only for journeys of more than 250 km, and at least three hours in travel time. The carrier will have no further obligation to provide you with assistance once you accept the refund of the ticket or a rebooking at a later date.

RENOUCE TRAVELLING

You may have the right to a refund of your ticket and, if necessary, return service free of charge to the first point of departure as soon as possible if you decide not to travel. This applies only for journeys of more than 250 km, if the journey is delayed by at least two hours or cancelled.

CONTINUATION OR REROUTING

You may have the right to be rerouted to your final destination as soon as possible at no additional cost under comparable transport conditions. This applies only for journeys of more than 250 km. You may agree with the bus or coach carrier to a rebooking at a later date if this is more convenient for you.

COMPENSATION

For long journeys of more than 250 km, you may have the right to compensation of 50% of the ticket price if your journey is cancelled or delayed by more than two hours, and the bus or coach company does not offer you the choice of refund of the ticket or continuation/rerouting.



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

Note that this legislation applies primarily to long-distance (more than 250 km) bus and coach services and some countries have exemptions for parts of this legislation. If you need more information about short-distance services and national exemptions, please contact the national authorities responsible for enforcing these rights. The list of these authorities is 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.