

## NOT SATISFIED WITH HOW YOUR RIGHTS HAVE BEEN APPLIED?

1. First contact the shipping company that issued the ticket.
2. Briefly summarise your complaint – provide dates, any booking reference, details of anyone you may have spoken to and any relevant documentation.
3. Remember to keep a copy of your documents and to allow a reasonable period for investigation.

If you're not satisfied with their response, you can complain to one of the National Enforcement Bodies listed on the back page of the leaflet. Remember to provide copies of relevant correspondence.



### → Find out more:

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\*. European Consumers Centres are also there to help you: [ec.europa.eu/consumers/ecc/](http://ec.europa.eu/consumers/ecc/)

\* Certain telephone operators may deny or charge for access to 00 800 numbers.

This leaflet 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.

## NATIONAL ENFORCEMENT BODIES

### Belgium

Service Public Fédéral Mobilité et Transports  
Federale Overheidsdienst Mobiliteit en Vervoer  
Tel.: +32 22773603  
[www.mobiliteit.belgium.be/nl/scheepvaart/passagiersrechten/](http://www.mobiliteit.belgium.be/nl/scheepvaart/passagiersrechten/)  
[www.mobiliteit.belgium.be/fr/navigation/passagiersrechten/](http://www.mobiliteit.belgium.be/fr/navigation/passagiersrechten/)

### Croatia

Agencija za obalni linijski pomorski promet  
Tel.: +385 21329370  
[www.agencija-zolppp.hr](http://www.agencija-zolppp.hr)

### Czech Republic

Státní plavební správa  
Tel.: +420 234637111  
[www.spspraha.cz](http://www.spspraha.cz)

### Denmark

Søfartsstyrelsen  
Tel.: +45 91376000  
[www.dma.dk/Policy/Sider/PassengerRights.aspx](http://www.dma.dk/Policy/Sider/PassengerRights.aspx)

Kystdirektoratet  
Tel.: +45 99636363  
[www.omkystdirektoratet.kyst.dk/passagerrettigheder.html](http://www.omkystdirektoratet.kyst.dk/passagerrettigheder.html)

Forbrugerklagenævnets sekretariat  
(Konkurrence- og Forbrugerstyrelsen)  
Tel.: +45 41715000  
[www.kfst.dk](http://www.kfst.dk)

### Estonia

Tarbijakaitseamet  
Tel.: +372 6201700  
[www.tarbijakaitseamet.ee](http://www.tarbijakaitseamet.ee)

### Finland

Kilpailu- ja kuluttajavirasto  
Tel.: +358 295053000  
[www.kkv.fi](http://www.kkv.fi)

Kuluttajariitalautakunta  
Tel.: +358 295665200  
[www.kuluttajariita.fi](http://www.kuluttajariita.fi)

Liikenteen turvallisuusvirasto Trafi  
Tel.: +358 295345000  
[www.trafi.fi](http://www.trafi.fi)

### France

Ministère de l'économie et des finances  
Direction Générale de la Concurrence,  
de la Consommation et de la Répression  
des Fraudes (DGCCRF)  
[www.service-public.fr](http://www.service-public.fr)

### Germany

Eisenbahn-Bundesamt  
Tel.: +49 22830795400  
[www.eba.bund.de](http://www.eba.bund.de)

### Greece

Υπουργείο Ναυτιλίας και Ανταίολο  
Tel.: +30 2104191495  
[www.yen.gr](http://www.yen.gr)

### Hungary

Nemzeti Közlekedési Hatóság  
Útugyi, Vasúti és Hajózási Hivatal  
Hajózási Főosztály  
Tel.: +36 14741751  
[www.nkh.gov.hu/en/shipping](http://www.nkh.gov.hu/en/shipping)

Nemzeti Fogyasztóvédelmi Hatóság  
Tel.: +36 14594800  
[www.nfh.hu](http://www.nfh.hu)

### Ireland

National Transport Authority  
Tel.: +353 18798300  
[www.nationaltransport.ie](http://www.nationaltransport.ie)  
[www.transportforireland.ie](http://www.transportforireland.ie)

### Latvia

Patērētāju tiesību aizsardzības centrs (PTAC)  
Tel.: +371 65452554  
[www.ptac.gov.lv](http://www.ptac.gov.lv)

### The Netherlands

Inspectie Leefomgeving en Transport  
[www.ilent.nl/onderwerpen/transport/passagiersrechten/passagiersrechten\\_water/index.aspx](http://www.ilent.nl/onderwerpen/transport/passagiersrechten/passagiersrechten_water/index.aspx)

### Slovakia

Slovenská obchodná inšpekcia  
Tel.: +421 258272159  
[www.soi.sk](http://www.soi.sk)

### Sweden

Konsumentverket  
Tel.: +46 771423300  
[www.konsumentverket.se](http://www.konsumentverket.se)

Transportstyrelsen  
Tel.: +46 771503503  
[www.transportstyrelsen.se](http://www.transportstyrelsen.se)

### United Kingdom

Maritime and Coastguard Agency  
Tel.: +44 2380329315  
[www.dft.gov.uk/mca/](http://www.dft.gov.uk/mca/)

MI-03-13-173-EN-C



European  
Commission



# Maritime passenger rights

WHAT YOU NEED TO KNOW

Mobility and  
Transport



# Denied boarding? Cancellation? Long **delay?** Difficulties with purchasing tickets?



Whenever you travel by ship or ferry, your right to travel in safety and comfort is protected by the European Union. As a result, passengers enjoy more reliable and better quality maritime passenger services.

**These rights apply to passengers travelling in the EU on large ferries and cruise ships on sea, rivers, lakes or canals.**

## NON DISCRIMINATION

You are protected against discrimination based on your nationality, place of residence or disability when you buy a ticket or during travel.

## DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

You have the same rights to travel as other passengers and you should be able to travel without difficulties at no extra cost.



Carriers and travel agents can only refuse to take you on-board if it is physically impossible given the size of the ferry or ship or doing so would breach established health and safety requirements.

If you're refused boarding for these reasons, you're entitled to reimbursement or re-routing. The carrier may require you to be accompanied by someone who can provide you with assistance; this person would travel free of charge.

We recommend that you notify the carrier, terminal operator, travel agent or tour operator of your assistance needs (e.g. that a guide dog travels with you) at least 48 hours before your journey. When booking the ticket, mention any specific needs regarding accommodation, seating, services, or medical equipment. If your mobility equipment is lost or damaged due to the fault of carrier or terminal operator, you must receive full compensation.

## INFORMATION RIGHTS

Transport companies need to inform you about the ticket price, your rights and the circumstances of your journey both on departure and at appropriate stages of your journey. Accessible information will be provided if you're disabled or have reduced mobility.

If a ferry or cruise you have a ticket for is delayed or cancelled, the carrier or terminal operator must let you know the estimated new departure time and arrival time, or make reasonable efforts to inform you about alternative services within 30 minutes of the scheduled departure time.

## ASSISTANCE IN THE CASE OF DELAY OR CANCELLATION

If your departure is delayed by over 90 minutes or it is cancelled, the carrier must offer you free snacks, meals or refreshments reasonable for the waiting time (if they are available in the terminal or can be reasonably supplied). If needed, you must also be offered up to three nights' accommodation (up to €80 per passenger per night) and transport to and from the place of accommodation.

The carrier does not have to arrange accommodation if the journey is delayed or cancelled by severe weather conditions endangering the safe operation of the ship.

## RE-ROUTING OR REIMBURSEMENT IN CASE OF DELAY OR CANCELLATION

If your departure is delayed or cancelled by over 90 minutes, the carrier must offer you a choice between either:

- re-routing to your final destination at the earliest opportunity or
- reimbursement of the ticket price and a return trip to your first point of departure.

## COMPENSATION IN CASE OF DELAYED ARRIVAL

If your arrival to the final destination is delayed, you might be entitled to compensation worth 25% or 50% of the ticket price depending on the length of the delay.

You're entitled to compensation unless: you hold an open ticket, you've been informed of the delay before buying the ticket, the cause is within your control, weather conditions endanger the safe operation of the ship, or the cause is due to extraordinary circumstances.

