

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

1. First contact the carrier within three months of your journey (whether your journey took place in full or not)
2. Briefly summarise your complaint – provide dates, any booking references, 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.

The company must send a final reply within three months.

If you are not satisfied with the company's response, you can lodge a complaint with one of the National Enforcement Bodies. Remember to provide copies of any 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  
Rue du progrès 56, 1210 Bruxelles  
DG Transport routier et Sécurité routière  
[road.passengersrights@mobilit.fgov.be](mailto:road.passengersrights@mobilit.fgov.be)  
[http://www.mobilit.belgium.be/fr/circulationroutiere/marchandisespersonnes/transport\\_personnes/droits\\_passagers/](http://www.mobilit.belgium.be/fr/circulationroutiere/marchandisespersonnes/transport_personnes/droits_passagers/)

### Bulgaria

Road Transport Executive Agency  
"Automobile Administration"  
Изпълнителна агенция  
"Автомобилна администрация"  
5 "Gurko" Str., 100 Sofia  
Tel.: +359 2 930 88 40  
[avto\\_a@rta.government.bg](mailto:avto_a@rta.government.bg)

### Czech Republic

Ministry of Transport  
Ministerstvo dopravy  
[posta@mdcr.cz](mailto:posta@mdcr.cz)

### Estonia

Tarbijakaitseamet  
Consumer Protection Board of Estonia  
Rahukohtu 2, 10130 Tallin, Estonia  
Tel.: +372 620 1707  
[info@tarbijakaitseamet.ee](mailto:info@tarbijakaitseamet.ee)

### Ireland

National Transport Authority  
Dun Sceine  
Harcourt Lane  
Dublin 2  
Ireland  
[info@nationaltransport.ie](mailto:info@nationaltransport.ie)  
Tel.: +353 1 8798 397

### Lithuania

State Consumer Rights Protection Authority  
(for submission of complaints)  
Valstybinė vartotojų teisių apsaugos tarnyba  
Vilniaus str. 25, LT-01402 Vilnius, Republic of Lithuania  
Tel.: +370 5 262 6751  
Fax +370 5 279 1466  
[tarnyba@vvtat.lt](mailto:tarnyba@vvtat.lt)  
[www.vvtat.lt](http://www.vvtat.lt)

### Spain

Ministry of Public Works and Transport  
Ministerio de Fomento  
[fomento@fomento.es](mailto:fomento@fomento.es)

### Cyprus

Τμήμα Οδικών Μεταφορών  
Department of Road Transport –  
Ministry of Communications and Works  
Tel.: +357 22 807 100  
[roadtransport@rtd.mcw.gov.cy](mailto:roadtransport@rtd.mcw.gov.cy)  
[www.mcw.gov.cy/rtd](http://www.mcw.gov.cy/rtd)

### Latvia

The Road Transport Administration  
VSI Autotransporta direkcija  
[atd@atd.lv](mailto:atd@atd.lv)

### Lithuania

State Road Transport Inspectorate  
Valstybinė kelių transporto inspekcija  
[vkti@vkti.gov.lt](mailto:vkti@vkti.gov.lt)

### Hungary

National Transport Authority  
Nemzeti Közlekedési Hatóság  
[office@nkh.gov.hu](mailto:office@nkh.gov.hu)

### Slovenia

Ministry of Transport  
Ministrstvo za infrastrukturo in prostor  
Langusova ulica 4, 1000 Ljubljana, Slovenia  
[gp.mzp@gov.si](mailto:gp.mzp@gov.si)  
[www.mzip.gov.si](http://www.mzip.gov.si)

### Slovakia

Slovenská obchodná inšpekcia  
(Slovak Trade Inspection)  
Ústredný inšpektorát (Central Inspectorate)  
Tel.: +421 2 58272 103;  
+421 2 58272 140  
[info@soi.sk](mailto:info@soi.sk)

### Finland

Consumer Disputes Board  
Complaints from private consumers  
Tel.: +358 29 566 5200  
[krii@oikeus.fi](mailto:krii@oikeus.fi)  
[www.kuluttajariita.fi](http://www.kuluttajariita.fi)

### Liikenteen turvallisuusvirasto

complaints from business travellers  
Finnish Transport Safety Agency Trafi  
Tel.: +358 29 534 5000  
[kirjaamo@trafi.fi](mailto:kirjaamo@trafi.fi)  
[www.trafi.fi](http://www.trafi.fi)

### Sweden

Konsumentverket  
Swedish Consumer Agency  
Tel.: +46 771 42 33 00  
[konsumentverket@konsumentverket.se](mailto:konsumentverket@konsumentverket.se)

### Swedish Transport Agency

Transportstyrelsen  
[kontakt@transportstyrelsen.se](mailto:kontakt@transportstyrelsen.se)



# Coach passenger rights

## WHAT YOU NEED TO KNOW

Mobility and  
Transport



# Cancellation? Long **delay**? Discrimination when purchasing tickets?



While travelling by bus and coach around Europe you are protected by passenger rights. These rights apply as long as your journey begins or ends within the European Union, it's a regular service, and you're set to travel along specified routes with predetermined stops at specified intervals.

## 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 and at no extra cost. Carriers, travel agents and tour operators can only refuse to sell you a ticket or take you on board if it's physically impossible given the design of the vehicle, the bus stop or the terminal building, or doing so would breach health and safety requirements.

For international services of more than 250 km, carriers and bus terminal managers must provide you assistance free of charge at the designated bus terminals and on the board of coaches and buses. Alternatively they can accept a person accompanying you on-board for free.

If you need assistance, you will also need to notify them at least 36 hours before your intended journey.

If your mobility equipment is lost or damaged due to the fault of the carrier or terminal manager, you must receive full compensation.

## INFORMATION RIGHTS

You must receive adequate information about your service and your passenger rights. The bus and coach companies and terminal managing bodies are required to inform you about your passenger rights before departure.

## ASSISTANCE IN CASE OF DELAY OR CANCELLATION

The following rules apply to international services of more than 250 km. If your service is delayed or cancelled, you must be informed about the situation and the estimated departure and arrival times immediately once such information is available. For services where the scheduled duration is more than three hours and it is cancelled or delayed in departure from a bus terminal for longer than 90 minutes, you will be offered, free of charge meals, refreshments (if they can reasonably be supplied) and, under certain conditions, accommodation.

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

For international services of more than 250 km, if your service is overbooked and you're denied boarding, or the carrier expects either a delay of more than two hours or cancellation of the service, it must immediately offer you the choice between re-routing to your final destination and reimbursement of the ticket price.

Retouring should be offered at no additional cost, at the earliest opportunity and under comparable conditions. Reimbursement of the ticket price should be offered in combination, where relevant, with a free of charge return at the earliest opportunity to your first point of departure set out in the transport contract.

You can also agree with the carrier to rebook your trip at a convenient later date, under comparable transport conditions.

If the bus or coach breaks down during the journey, the carrier must send another one with which you can continue your journey.

## COMPENSATION IN CASE OF DELAY, CANCELLATION OR OVERBOOKING

For international services of more than 250 km, you're entitled to compensation amounting to 50% of the ticket price if your service was overbooked and you were denied boarding, or it was cancelled or delayed by more than two hours compared to the scheduled departure time, and the carrier did not offer you the choice between re-routing or reimbursement.

## LIABILITY TOWARDS THE PASSENGERS AND THEIR LUGGAGE

The following rules apply to international services of more than 250 km. Carriers can be held liable to pay compensation for the injury or death of passengers and the damage or loss of their luggage resulting from accidents.

Carriers will also provide assistance to cover the passengers' immediate practical needs following an accident.

