

November 2023

IMPROVED RIGHTS AND BETTER INFORMATION FOR TRAVELLERS

Strengthening passengers' rights, providing for smoother journeys, especially those involving more than one transport mode

13 billion
passenger journeys by plane, train, coach, bus or ferry each year in the EU are **covered by EU passenger rights**

55.5 million
travel packages were sold in the EU in 2022. This figure is **expected to increase to 75 million in 2023**



Reinforcing passenger rights

- Enhanced and **simplified enforcement**
- Transparent **reimbursement rules** for flights booked via intermediary
- **New protection** for passengers switching transport modes during a trip



More effective rules on package travel

- Clear definition of 'package', **clear information for** travellers on their rights
- **Reduced risk** for travellers due to the limitation of advance payments
- **New provisions on vouchers**: voluntary for travellers and covered by insolvency protection



Easier access to real-time information

- **Live updates** on transport options, including delays and cancellations
- Obligation to provide **additional data**, such as bicycle accommodation on trains and accessibility features



Creating a common European mobility data space

- Better **access, sharing and reuse of data** to keep travellers and freight operators up to date, e.g. on traffic conditions/transport delays
- Key to innovative transport services, safety, sustainability, multimodality and data-driven transport policy