

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

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