



REEDEREI CASSEN EILS GmbH

Rights of passengers travelling by sea and inland waterways

Passengers, including those with a disability or reduced mobility, travelling by sea and by inland waterways enjoy the same rights wherever they travel in the European Union (EU). These rights, including the right to information or compensation in the case of delay or cancellation, complement similar rights for air, rail, bus and coach passengers.

Act

Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004.

What does the regulation do?

It sets out the rights of all passengers, including the disabled and persons with reduced mobility, travelling by sea or inland waterway within the EU.

Key Points

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

They include:

- **reimbursement or rerouting** in situations of cancellation or of delay at departure of more than 90 minutes;
- **adequate assistance** e.g. meals, refreshments and, where necessary, accommodation for up to 3 nights in situations of cancellation or delay at departure of more than 90 minutes;
- **compensation** of between 25% and 50% of the ticket price in situations of delay in arrival or cancellation of journeys;
- non-discriminatory treatment and specific assistance free of charge for **disabled persons and persons with reduced mobility** both at port terminals and on board ships, as well as financial compensation for loss or damage of their mobility equipment;
- adequate **information** on travel arrangements for all passengers before and during their journey, as well as general information about their rights in terminals and on board ships;
- establishment of a **complaint-handling mechanism** by carriers and terminal operators;
- establishment of independent national bodies to **enforce the rights** guaranteed under the regulation, including, where appropriate, the application of penalties.

Since 31 December 2012, Regulation (EC) No 392/2009 on the liability of carriers of passenger by sea also covers passengers in case of loss of damage resulting from an accident.

For more information:

<http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32010R1177&qid=1450106885890&from=DE>

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