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NOTE

From:	General Secretariat of the Council
To:	Permanent Representatives Committee
Subject:	Proposal for a Regulation of the European Parliament and of the Council amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/20, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union - Preparation for the third trilogue - Revised four-column document

Delegations will find attached a four-column document reflecting the state of negotiations on the above-mentioned proposal.

ANNEX

Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union (Text with EEA relevance)

2023/0437(COD)

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate		VS.AGR Coreper mandate
Formula						
G	1	2023/0437 (COD)	2023/0437 (COD)	2023/0437 (COD)		2023/0437 (COD)
Document Stage						
G	2	Proposal for a	Proposal for a	Proposal for a		Proposal for a
Document Type						
G	3	REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL	REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL	REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL		REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
Document Purpose						
G	4	amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union	amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union	amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union		amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union
EEA Relevance						
G	5	(Text with EEA relevance)	(Text with EEA relevance)	(Text with EEA relevance)		(Text with EEA relevance)
Formula						

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	6	THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,	THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,	THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,	THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,
Citation 1					
G	7	Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof,	Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof,	Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof,	Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof,
Citation 2					
G	8	Having regard to the proposal from the European Commission,	Having regard to the proposal from the European Commission,	Having regard to the proposal from the European Commission,	Having regard to the proposal from the European Commission,
Citation 3					
G	9	After transmission of the draft legislative act to the national parliaments,	After transmission of the draft legislative act to the national parliaments,	After transmission of the draft legislative act to the national parliaments,	After transmission of the draft legislative act to the national parliaments,
Citation 4					
G	10	Having regard to the opinion of the European Economic and Social Committee[1] _____ 1. OJ C , , p. .	Having regard to the opinion of the European Economic and Social Committee[1] _____ 1. OJ C , , p. .	Having regard to the opinion of the European Economic and Social Committee[1]**,** _____ 1. **[1]** OJ C-, **C/2024/3382, 31.5.2024, ELI: http://data.europa~~, p.~~ .eu/eli/C/2024/3382/oj.**	Having regard to the opinion of the European Economic and Social Committee[1], _____ 1. [1] OJ C, C/2024/3382, 31.5.2024, ELI: http://data.europa.eu/eli/C/2024/3382/oj.
Citation 5					
G	11	Having regard to the opinion of the Committee of the Regions[1], _____	Having regard to the opinion of the Committee of the Regions[1], _____	~~Having regard to the opinion of~~**After consulting** the Committee of the Regions[1],	After consulting the Committee of the Regions,

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		1. OJ C , , p. .	1. OJ C , , p. .	~~1. OJ C , , p. .~~ CoR decided not to issue an opinion on this proposal.	
	Citation 6				
G	12	Acting in accordance with the ordinary legislative procedure,	Acting in accordance with the ordinary legislative procedure,	Acting in accordance with the ordinary legislative procedure,	Acting in accordance with the ordinary legislative procedure,
	Formula				
G	13	Whereas:	Whereas:	Whereas:	Whereas:
	Recital 1				
G	14	(1) A number of amendments should be made to Regulation (EC) No 261/2004,[1] Regulation (EC) No 1107/2006[2], Regulation (EU) No 1177/2010[3], Regulation (EU) No 181/2011[4], and Regulation (EU) 2021/782[5], of the European Parliament and of the Council, in order to ensure effective protection of passengers' rights in the Union when travelling by air, rail, sea and inland waterways and bus and coach transport. 1. Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of	(1) A number of amendments should be made to Regulation (EC) No 261/2004,[1] Regulation (EC) No 1107/2006[2], Regulation (EU) No 1177/2010[3], Regulation (EU) No 181/2011[4], and Regulation (EU) 2021/782[5], of the European Parliament and of the Council, in order to ensure effective protection of passengers' rights in the Union when travelling by air, rail, sea and inland waterways and bus and coach transport. 1. Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of	(1) A number of amendments should be made to ~~Regulation~~**Regulations** (EC) No 261/2004~~,~~[1] ~~Regulation~~**[1],** (EC) No 1107/2006[2],~~ Regulation~~ (EU) No 1177/2010[3],~~ Regulation~~ (EU) No 181/2011[4]~~, and Regulation~~ **and** (EU) 2021/782[5]~~,~~ of the European Parliament and of the Council, in order to ensure effective protection of– passengers' rights in the Union when travelling by air, rail, sea and inland waterways and bus and coach transport **and taking into account the adoption of Regulation (EU) …/… of the European Parliament and of the Council**[6+].	(1) A number of amendments should be made to Regulations (EC) No 261/2004[1], (EC) No 1107/2006[2], (EU) No 1177/2010[3], (EU) No 181/2011[4] and (EU) 2021/782[5] of the European Parliament and of the Council, in order to ensure effective protection of passengers' rights in the Union when travelling by air, rail, sea and inland waterways and bus and coach transport and taking into account the adoption of Regulation (EU) …/… of the European Parliament and of the Council[6+]. 1. Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing

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	denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91, OJ L 46, 17.2.2004, p. 1, ELI: http://data.europa.eu/eli/reg/2004/261/oj. 2. Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, OJ L 204, 26.7.2006, p. 1, ELI: http://data.europa.eu/eli/reg/2006/1107/oj. 3. 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, OJ L 334, 17.12.2010, p. 1, ELI: http://data.europa.eu/eli/reg/2010/1177/oj. 4. Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004, OJ L 55, 28.1.2011, p. 1, ELI: http://data.europa.eu/eli/reg/2011/181/oj. 5. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91, OJ L 46, 17.2.2004, p. 1, ELI: http://data.europa.eu/eli/reg/2004/261/oj. 2. Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, OJ L 204, 26.7.2006, p. 1, ELI: http://data.europa.eu/eli/reg/2006/1107/oj. 3. 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, OJ L 334, 17.12.2010, p. 1, ELI: http://data.europa.eu/eli/reg/2010/1177/oj. 4. Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004, OJ L 55, 28.1.2011, p. 1, ELI: http://data.europa.eu/eli/reg/2011/181/oj. 5. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91~~,~~ **(**OJ L 46, 17.2.2004, p. 1, ELI: http://data.europa.~~eu/eli/reg/2004/261/oj~~**eu/eli/reg/2004/261/oj)**. 2. Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air~~,~~ **(**OJ L 204, 26.7.2006, p. 1, ELI: http://data.europa.~~eu/eli/reg/2006/1107/oj~~**eu/eli/reg/2006/1107/oj)**. 3. 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~~,~~ **(**OJ L 334, 17.12.2010, p. 1, ELI: http://data.europa.~~eu/eli/reg/2010/1177/oj~~**eu/eli/reg/2010/1177/oj)**. 4. Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004~~,~~ **(**OJ L 55, 28.1.2011, p. 1, ELI: http://data.europa.~~eu/eli/reg/2011/181/oj~~**eu/eli/reg/2011/181/oj)**.	common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 (OJ L 46, 17.2.2004, p. 1, ELI: http://data.europa.eu/eli/reg/2004/261/oj). 2. Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (OJ L 204, 26.7.2006, p. 1, ELI: http://data.europa.eu/eli/reg/2006/1107/oj). 3. 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 (OJ L 334, 17.12.2010, p. 1, ELI: http://data.europa.eu/eli/reg/2010/1177/oj). 4. Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 (OJ L 55, 28.1.2011, p. 1, ELI: http://data.europa.eu/eli/reg/2011/181/oj). 5. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).

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			5. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (~~recast~~) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.~~eu/eli/reg/2021/782/oj~~**eu/eli/reg/2021/782/oj**). **6. Regulation (EU) …/… of the European Parliament and of the Council of … on passenger rights in the context of multimodal journeys (OJ L, …, ELI: …).** **+. OJ: please insert serial number for Regulation contained in document 2023/0436 (COD) and insert the number, date and OJ reference in the corresponding footnote.**	6. Regulation (EU) …/… of the European Parliament and of the Council of … on passenger rights in the context of multimodal journeys (OJ L, …, ELI: …). +. OJ: please insert serial number for Regulation contained in document 2023/0436 (COD) and insert the number, date and OJ reference in the corresponding footnote.
Recital 2				
G	15	(2) Effective passenger rights should encourage an increase in travel by public transport, which is an objective set by the Sustainable and Smart Mobility Strategy adopted by the Commission in December 2020.	(2) Effective passenger rights should encourage an increase in travel by public transport, which is an objective set by the Sustainable and Smart Mobility Strategy adopted by the Commission in December 2020.	(2) Effective passenger rights should encourage an increase in travel by public transport, which is an objective set by the Sustainable and Smart Mobility Strategy **– putting European transport on track for the future** adopted by the Commission**'s Communication of 9** ~~in~~ December 2020.	(2) Effective passenger rights should encourage an increase in travel by public transport, which is an objective set by the Sustainable and Smart Mobility Strategy – putting European transport on track for the future adopted by the Commission's Communication of 9 December 2020.
Recital 2a				
G	15a		***(2a) In the interest of fair international competition and in order to ensure that passengers are protected by a uniform and coherent framework of rights,***	For AirPax	***deleted***

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			Regulation (EC) No 261/2004 should apply to all flights within the Union, as well as to all flights departing from or arriving in the Union.		
Recital 3					
G	16	(3) The Commission concluded in the comprehensive evaluations of Regulation (EC) No 1107/2006, Regulation (EU) No 1177/2010 and Regulation (EU) No 181/2011 which it carried out between 2019 and 2020 that the effectiveness of Union passenger rights legislation is compromised by a lack of awareness among passengers of their rights and the existing provisions about exercising them In addition, these evaluations also concluded that passengers including persons with disabilities and persons with reduced mobility do not fully benefit from their rights due to shortcomings in their application by carriers, airport managing bodies, station managers, port terminal operators, bus terminal managing bodies and intermediaries, on the one hand, and shortcomings in their	(3) The Commission concluded in the comprehensive evaluations of Regulation (EC) No 1107/2006, Regulation (EU) No 1177/2010 and Regulation (EU) No 181/2011 which it carried out between 2019 and 2020 that the effectiveness of Union passenger rights legislation is compromised by a lack of awareness among passengers of their rights and the existing provisions about exercising them In addition, these evaluations also concluded that passengers including persons with disabilities and persons with reduced mobility do not fully benefit from their rights due to shortcomings in their application by carriers, airport managing bodies, station managers, port terminal operators, bus terminal managing bodies and intermediaries, on the one hand, and shortcomings in their	(3) ~~The Commission concluded in the~~**Following its** comprehensive evaluations of ~~Regulation~~**Regulations** (EC) No 1107/2006, ~~Regulation~~ (EU) No 1177/2010 and ~~Regulation~~ (EU) No 181/2011 ~~which it~~ carried out between 2019 and 2020**, the Commission concluded** that the effectiveness of Union passenger rights legislation is compromised by a lack of awareness among passengers of their rights and the existing provisions about exercising them**–.** In addition, these evaluations also concluded that passengers including persons with disabilities and persons with reduced mobility do not fully benefit from their rights due to shortcomings in their application by carriers, airport managing bodies, station managers, port terminal operators, bus terminal managing bodies and	(3) Following its comprehensive evaluations of Regulations (EC) No 1107/2006, (EU) No 1177/2010 and (EU) No 181/2011 carried out between 2019 and 2020, the Commission concluded that the effectiveness of Union passenger rights legislation is compromised by a lack of awareness among passengers of their rights and the existing provisions about exercising them. In addition, these evaluations also concluded that passengers including persons with disabilities and persons with reduced mobility do not fully benefit from their rights due to shortcomings in their application by carriers, airport managing bodies, station managers, port terminal operators, bus terminal managing bodies and intermediaries, on the one hand, and shortcomings in their

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	enforcement by the national enforcement authorities, on the other hand.[1] 1. SWD(2021)417, SWD(2021)413 and SWD(2021)415.	enforcement by the national enforcement authorities, on the other hand.[1] 1. SWD(2021)417, SWD(2021)413 and SWD(2021)415.	intermediaries, on the one hand, and shortcomings in their enforcement by the national enforcement authorities, on the other hand.[1] ~~1. SWD(2021)417, SWD(2021)413 and SWD(2021)415.~~	enforcement by the national enforcement authorities, on the other hand.
Recital 4				
Y 17	(4) Simplification, consistency and harmonisation of the rules of Regulation (EC) No 261/2004, Regulation (EC) No 1107/2006, Regulation (EU) No 1177/2010, and Regulation (EU) No 181/2011 is required especially as regards rules dealing with the information to passengers on their rights before and during the journey, enforcement of passenger rights and complaint handling for passengers. The existing rules in those Regulations should be amended to complement those of the recently adopted Regulation (EU) 2021/782 of the European Parliament and of the Council[1] as regards forms to request reimbursements and compensation, service quality standards, obligations for carriers	(4) Simplification, consistency and harmonisation of the rules of Regulation (EC) No 261/2004, Regulation (EC) No 1107/2006, Regulation (EU) No 1177/2010, and Regulation (EU) No 181/2011 is required especially as regards rules dealing with the information to passengers on their rights before and during the journey, enforcement of passenger rights***, national enforcement bodies powers*** and complaint handling for passengers. The existing rules in those Regulations should be amended to complement ***and harmonize*** those of the recently adopted Regulation (EU) 2021/782 of the European Parliament and of the Council[1] as regards***, designation and tasks of national enforcement body,***	(4) **There is a need for** simplification, consistency and harmonisation of the rules of ~~Regulation~~**Regulations** (EC) No 261/2004, ~~Regulation~~ (EC) No 1107/2006, ~~Regulation~~ (EU) No 1177/2010~~, and Regulation~~ **and** (EU) No 181/2011 ~~is required especially~~**, in particular** as regards rules dealing with the information to passengers on their rights before and during the journey, enforcement of passenger rights and complaint handling for passengers. The existing rules in those Regulations should be amended to complement ~~those of the recently adopted~~**, in the area of air transport, of transport by bus and coach and of transport by sea and inland waterways, the rules of** Regulation (EU)	***(4) There is a need for simplification, consistency and harmonisation of the rules of Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010 and (EU) No 181/2011, in particular as regards rules dealing with the information to passengers on their rights before and during the journey, enforcement of passenger rights and complaint handling for passengers. The existing rules in those Regulations should be amended to complement, in the area of air transport, of transport by bus and coach and of transport by sea and inland waterways, the rules of Regulation (EU) 2021/782 covering in the rail sector the procedure for requesting reimbursement or*** Y

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	to share information with national enforcement bodies, and information of passengers by national enforcement bodies on alternative dispute resolution. 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	***complaints, complaint handling by national enforcement body or other bodies,*** forms to request reimbursements and compensation, service quality standards, obligations for carriers to share information with national enforcement bodies, and information of passengers by national enforcement bodies on alternative dispute resolution. 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	2021/782 ~~of the European Parliament and of the Council[1] as regards forms to request reimbursements and~~**covering in the rail sector the procedure for requesting reimbursement or** compensation, ~~service quality standards, obligations for~~**the obligation of** carriers to share information with national enforcement bodies, and ~~information of passengers by~~**the obligation of** national enforcement bodies **to inform passengers** on alternative dispute resolution. ~~1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.~~	***compensation, the obligation of carriers to share information with national enforcement bodies, and the obligation of national enforcement bodies to inform passengers on alternative dispute resolution.***
Recital 4a				
17a		***(4a) The growing diffusion of claim agencies, private entities assisting passengers in claiming compensation under Regulation (EC) No 261/2004, clearly indicates the difficulties passengers face in obtaining the enforcement of their rights directly from air carrier; this***		***(4a) [To be aligned with operative part]***

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		phenomenon highlights that, in many cases, the complaint procedure and the recognition of compensation prove to be burdensome, uncertain, or excessively time-consuming for passengers, leading them to resort to commercial intermediaries who, retain a significant portion of the compensation due to the passengers themselves. This is symptomatic of the need to revise Regulation (EC) No 261/2004 in certain provisions, in order to enhance the effectiveness of its enforcement and to introduce more adequate mechanisms ensuring that air carriers comply with their obligations without requiring passengers to rely on costly intermediaries.		
Recital 5				
18	(5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they	(5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they	(5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they	***(5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they***

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	transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary and the air carrier should inform the passenger about the reimbursement process. In particular, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so.	transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. ***Where the procedure consists of intermediaries transmitting the passengers payment details directly to the carrier, such procedure should be in line with the provisions laid down in Article 8 on the right to reimbursement and or re-routing.*** Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary and the air carrier should inform the passenger about the reimbursement process. In	transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary ~~and the air carrier~~ should inform the passenger about the reimbursement process **at the time of booking. To that end**~~. In particular~~, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so**; a negative list of intermediaries with which the air carrier decides not to cooperate should**	***transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary should inform the passenger about the reimbursement process at the time of booking. To that end, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so; a negative list of intermediaries with which the air carrier decides***

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			particular, the ~~*air carrier*~~***intermediary*** should state ~~*publicly*~~***in a manner that is clear and a form that is highly visible , including during the process of booking,*** whether it ~~*cooperates with intermediaries*~~***there is an agreement with the air carrier selected to sell their tickets*** for the processing of reimbursements, and if so ~~*with*~~ which ~~*it*~~***one*** does so.	**also be seen as fulfilling this obligation**.	***not to cooperate should also be seen as fulfilling this obligation.***
	Recital 6				
G	19	(6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier.	(6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier.	(6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier.	(6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier.
	Recital 7				
Y	20	(7) If the air carrier processes reimbursements through this type of intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement	(7) If the air carrier processes reimbursements through this type of intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement	(7) **In accordance with Article 8(1), point (a), of Regulation 261/2004, where the passenger has a right to reimbursement, such reimbursement is to be made within seven days.** If the air	***(7) In accordance with Article 8(1), point (a), of Regulation 261/2004, where the passenger has a right to reimbursement, such reimbursement is to be made within seven days. If the air***

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	process. The air carrier should accordingly transfer the reimbursement payment to the intermediary within a maximum of seven days, and the intermediary should transfer it to the passenger within a further seven days. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier.	process. The air carrier should accordingly transfer the reimbursement payment to the intermediary within a maximum of seven days, and the intermediary should transfer it to the passenger within a further seven days. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier.	carrier processes reimbursements through ~~this type of~~**the 'Merchant of Record'** intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement process~~.~~**,** the air carrier ~~should accordingly transfer the reimbursement payment to~~**having to reimburse** the intermediary ~~within a maximum of seven days, and the intermediary~~**which** should ~~transfer it to~~**in turn reimburse** the passenger ~~within a further seven days~~. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier.	***carrier processes reimbursements through the 'Merchant of Record' intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement process, the air carrier having to reimburse the intermediary which should in turn reimburse the passenger. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier.***
Recital 7a				
G 20a				(7a) If an intermediary has charged an intermediation fee which is to be reimbursed, the question of which party – air carrier or intermediary – is to bear the financial burden should be a matter for the business to business relationship between the two G

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				parties, independently of which party is to make the payment to the passenger.
Recital 7b				
G 20b				(7b) The intermediation fee constitutes an unavoidable component of booking the flight through an intermediary and should, if the ticket is not issued by the air carrier itself, ***be considered to*** have been authorised by it. ***In particular,*** where an air carrier accepts that the intermediary issues airline tickets in its name and on its behalf, it ~~is~~***should be*** assumed that ~~this~~***the*** air carrier is necessarily aware of ~~that~~***the*** intermediary's commercial practice of charging ***the passenger*** an intermediation fee ~~from the air passenger~~. Air carriers may authorise the issuing or sale of their tickets through intermediaries in various ways, such as through direct commercial agreements, or indirectly via agreements with third parties issuing and reselling their tickets, or industry agreements. ***However,*** the practice of 'screen-scraping',

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					whereby an intermediary does not disclose to the airline that it is booking tickets as an intermediary, should not be permitted.
	Recital 7c				
G	20c				***(7c) As evidence of the full price of the ticket and any intermediation fee paid, the passenger's invoice from the intermediary should normally be considered sufficient. However, the passenger may also use other means of available evidence, such as bank transfer statements.***
	Recital 7d				
G	20d				(7d) No intermediation fee should be deemed to exist in relation to individual tickets in cases where the intermediary charges a legal person a lump-sum or volume-based service fee that covers all the tickets booked by the intermediary for that legal person over a certain period.
	Recital 7e				
Y	20e				***(7e) In the context of the Union's transport policy, in addition to the objective of protecting passengers it is also***

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				important to ensure a wide choice of intermediaries in order to facilitate travel and strengthen the internal market. However, the full application of all of the rules of the present regulation to even micro enterprises is likely to jeopardise the achievement of that aim, since it would be likely to put at risk the financial viability of micro enterprises that act as intermediaries. Therefore, such enterprises should have the option not to reimburse passengers the entirety of the intermediation fee, provided that appropriate safeguards are in place, in particular that the passenger is made aware of such possibility at te start of the booking process. Since most bookings made through intermediaries do not involve micro enterprises, such a derogation may reasonably be expected not to affect the smooth functioning of the internal market.
Recital 8				
21	(8) Regulation (EU) 2016/679 of the European	(8) Regulation (EU) 2016/679 of the European	(8) **Applying Regulation (EC) No 261/2004 to the**	(8) Applying Regulation (EC) No 261/2004 to the booking

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	Parliament and the Council[1] applies to the processing of personal data by air carriers and intermediaries. Any processing of personal data must in particular take place in accordance with the requirements set out in Article 5(1) and Article 6(1) of Regulation (EU) 2016/679. It should be noted that the obligations to provide information to passengers concerning their rights are without prejudice to the obligation of the controller to provide information to the data subject pursuant to Articles 12, 13 and 14 of Regulation (EU) 2016/679. _____ 1. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) (OJ L 119, 4.5.2016, p. 1).	Parliament and the Council[1] applies to the processing of personal data by air carriers and intermediaries. Any processing of personal data must in particular take place in accordance with the requirements set out in Article 5(1) and Article 6(1) of Regulation (EU) 2016/679. It should be noted that the obligations to provide information to passengers concerning their rights are without prejudice to the obligation of the controller to provide information to the data subject pursuant to Articles 12, 13 and 14 of Regulation (EU) 2016/679. _____ 1. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) (OJ L 119, 4.5.2016, p. 1).	**booking of tickets through intermediaries would entail the processing of personal data, including of passengers' contact details, in particular in order to provide passengers with information, to address requests for provision of care, reimbursement, re-routing and compensation and to handle passengers' complaints. Processing of personal data pursuant to that Regulation should be carried out in accordance with Union law on the protection of personal data, in particular** Regulation (EU) 2016/679 of the European Parliament and the Council[1] ~~applies to the~~**, for the purposes and the duration set out in that Regulation. Air carriers and intermediaries should be allowed to retain passengers' contact details collected for the purpose of fulfilling their obligation in respect of passengers' travel information for no longer than 72 hours after the completion of the contract of carriage. In case of journey disruption or journey**	of tickets through intermediaries would entail the processing of personal data, including of passengers' contact details, in particular in order to provide passengers with information, to address requests for provision of care, reimbursement, re-routing and compensation and to handle passengers' complaints. Processing of personal data pursuant to that Regulation should be carried out in accordance with Union law on the protection of personal data, in particular Regulation (EU) 2016/679 of the European Parliament and the Council[1], for the purposes and the duration set out in that Regulation. Air carriers and intermediaries should be allowed to retain passengers' contact details collected for the purpose of fulfilling their obligation in respect of passengers' travel information for no longer than 72 hours after the completion of the contract of carriage. In case of journey disruption or journey cancellation, which might subsequently give rise in particular to reimbursement or

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			cancellation, which might subsequently give rise in particular to reimbursement or compensation requests and complaints, a longer retention period might be necessary to allow air carriers and intermediaries to comply with their obligations under Regulation (EC) No 261/2004 regarding the provision of care, reimbursement, rerouting and compensation, as well as complaint-handling. Any processing of **passengers'** personal **data, including retention of such** data by air carriers and intermediaries **for other purposes than the purpose for which the personal data was initially collected under that Regulation, should be carried out in accordance with Article 6(4) of Regulation (EU) 2016/679.** **Air carriers and intermediaries may use passengers' personal data or keep such data for a longer period than the retention period provided with in this Regulation and for such other purposes where such processing**	compensation requests and complaints, a longer retention period might be necessary to allow air carriers and intermediaries to comply with their obligations under Regulation (EC) No 261/2004 regarding the provision of care, reimbursement, rerouting and compensation, as well as complaint-handling. Any processing of passengers' personal data, including retention of such data by air carriers and intermediaries for other purposes than the purpose for which the personal data was initially collected under that Regulation, should be carried out in accordance with Article 6(4) of Regulation (EU) 2016/679. Air carriers and intermediaries may use passengers' personal data or keep such data for a longer period than the retention period provided with in this Regulation and for such other purposes where such processing is based on another Member State's or Union law, in accordance with Regulation (EU) 2016/679. They may include processing for the purpose of dispute-resolution,

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			is based on another Member State's or Union law, in accordance with Regulation (EU) 2016/679. They may include processing for the purpose of dispute-resolution, including judicial proceedings, concerning the implementation of that Regulation. Moreover, Regulation (EC) No 261/2004 is without prejudice to the~~. Any~~ processing of personal data ~~must in particular take place in accordance with the requirements set out~~**based on Union or Member State law which constitutes a necessary and proportionate measure in a democratic society to safeguard the objectives referred to** in Article ~~5(1) and Article 6(1)~~**23(1)** of Regulation (EU) 2016/679. **In particular, it is without prejudice to the processing of personal data pursuant to Directive (EU) 2016/681 of the European Parliament and of the Council[2], Regulation (EC) No 2111/2005 of the European Parliament and of the Council[3], or pursuant to national law in accordance with Article 6(4) of**	including judicial proceedings, concerning the implementation of that Regulation. Moreover, Regulation (EC) No 261/2004 is without prejudice to the processing of personal data based on Union or Member State law which constitutes a necessary and proportionate measure in a democratic society to safeguard the objectives referred to in Article 23(1) of Regulation (EU) 2016/679. In particular, it is without prejudice to the processing of personal data pursuant to Directive (EU) 2016/681 of the European Parliament and of the Council[2], Regulation (EC) No 2111/2005 of the European Parliament and of the Council[3], or pursuant to national law in accordance with Article 6(4) of Regulation (EU) 2016/679 or to applicable Union law on aviation safety and security. The contact details should not be used for commercial purposes unless the passenger has actively and explicitly requested the contrary. It should also be noted that the obligations to provide information

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			Regulation (EU) 2016/679 or to applicable Union law on aviation safety and security. It should **also** be noted that the obligations to provide information to passengers concerning their rights are without prejudice to the obligation of the controller to provide information to the data subject pursuant to Articles 12, 13 and 14 of Regulation (EU) 2016/679. _____ 1. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) (OJ L 119, 4.5.2016, p. ~~1)~~ **1,** **ELI: http://data.europa.eu/eli/reg/2016/679/oj).** **2. Directive (EU) 2016/681 of the European Parliament and of the Council of 27 April 2016 on the use of passenger name record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (OJ L 119, 4.5.2016, p. 132, ELI: http://data.europa.eu/eli/dir/2016/681/oj).** **3. Regulation (EC) No 2111/2005 of the European Parliament and of the**	to passengers concerning their rights are without prejudice to the obligation of the controller to provide information to the data subject pursuant to Articles 12, 13 and 14 of Regulation (EU) 2016/679. _____ 1. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) (OJ L 119, 4.5.2016, p. 1, ELI: http://data.europa.eu/eli/reg/2016/679/oj). 2. Directive (EU) 2016/681 of the European Parliament and of the Council of 27 April 2016 on the use of passenger name record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (OJ L 119, 4.5.2016, p. 132, ELI: http://data.europa.eu/eli/dir/2016/681/oj). 3. Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344,

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			Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344, 27.12.2005, p. 15, ELI: http://data.europa.eu/eli/reg/2005/2111/oj).	27.12.2005, p. 15, ELI: http://data.europa.eu/eli/reg/2005/2111/oj).
Recital 9				
Y	22 (9) When the passenger acquires a ticket from an intermediary, the air carrier should be able to contact the passenger directly where necessary in order to ensure that the passenger receives the relevant travel information, and that the air carrier fulfils its obligations under this Regulation and under applicable Union law on aviation safety and security and on the operating carrier under Regulation (EC) No 2111/2005[1]. The carrier may use these contact details exclusively for the purpose of fulfilling these obligations and should not process the contact details of the passengers for any other purposes. This personal data should be deleted within 72 hours	(9) When the passenger acquires a ticket from an intermediary, the air carrier should be able to contact the passenger directly where necessary in order to ensure that the passenger receives the relevant travel information, and that the air carrier fulfils its obligations under this Regulation and under applicable Union law on aviation safety and security and on the operating carrier under Regulation (EC) No 2111/2005[1]. The carrier may use these contact details exclusively for the purpose of fulfilling these obligations and should not process the contact details of the passengers for any other purposes. This personal data should be deleted within 72 hours	*deleted*	***(9) deleted*** Y

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	after the completion of the contract of carriage unless further retention of the personal data is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation. _____ 1. Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344, 27.12.2004, p. 15).	after the completion of the contract of carriage unless further retention of the personal data is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation. _____ 1. Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344, 27.12.2004, p. 15).		
Recital 9a				
G 22a				(9a) With a view to improving enforcement of passenger rights in the Union, the National Enforcement Bodies or other competent bodies should have powers allowing them to take sufficient enforcement actions to effectively deter the infringements of this Regulation. Such actions should not only take into account complaints made by the passengers but also other activities such as audits, inspections or interviews. G

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Recital 9b					
G	22b				(9b) The monitoring activities of the National Enforcement Bodies should be effective and proportionate to the aim of ensuring general compliance with this Regulation and should be performed with an appropriate regularity and follow-up, if possible allowing the reports under Article on enforcement tasks to present the enforcement priorities consistently.
Recital 10					
G	23	(10) A risk-based approach to the monitoring of compliance with passenger rights, which is based not only on complaints received but also on compliance monitoring activities such as inspections should ensure that national enforcement bodies are better able to detect and correct non-compliance by carriers and terminal managers with the existing rules.	(10) A risk-based approach to the monitoring of compliance with passenger rights, which is based not only on complaints received but also on compliance monitoring activities such as inspections should ensure that national enforcement bodies are better able to detect and correct non-compliance by carriers and terminal managers with the existing rules.	*deleted*	***(10)*** ***deleted***
Recital 11					
G	24	(11) Information provided to passengers on their rights before and during their journeys should	(11) Information provided to passengers on their rights before and during their journeys should	(11) Information provided to passengers on their rights before and during their journeys should	(11) Information provided to passengers on their rights before and during their journeys should

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	lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible.	lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible.	lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible.	lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible.
Recital 12				
25	(12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role.	(12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role.	(12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. **The provision by operators of documents and information to the national enforcement bodies is without prejudice to the right to remain silent and to avoid self-incrimination, where applicable. National**	(12) National enforcement bodies should coordinate with each other in order to ensure a harmonised interpretation and cross-border application of the Regulations concerned. Where relevant, national enforcement bodies and national complaint-handling bodies should exchange relevant information, to facilitate cooperation and effective implementation of tasks. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. [*The provision by operators of documents and*

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			enforcement bodies should, as appropriate, endeavour not to request operators to provide the same documents and information several times.	*information to the national enforcement bodies is without prejudice to the right to remain silent and to avoid self-incrimination, where applicable. National enforcement bodies should, as appropriate, endeavour not to request operators to provide the same documents and information several times.*] PCY suggests deleting the part in brackets
Recital 12a				
G 25a				(12a) The Commission should support dialogue and promote cooperation between Member States concerning application of this Regulation, including through adoption of guidelines and promotion of best practices. G
Recital 13				
G 26	(13) Carriers and terminal managers should define, manage and monitor service quality standards for all passenger services, reflecting the operational features of each mode. Those service quality standards should refer inter alia to delays, cancellations, assistance to	(13) Carriers and terminal managers should define, manage and monitor service quality standards for all passenger services, reflecting the operational features of each mode. Those service quality standards should refer inter alia to delays, cancellations, assistance to	*deleted*	***(13)*** ***deleted*** G

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	persons with disabilities and persons with reduced mobility, complaint handling mechanisms, customer satisfaction, and cleanliness. Carriers should also make information on their service quality standards publicly available.	persons with disabilities and persons with reduced mobility, complaint handling mechanisms, customer satisfaction, and cleanliness. Carriers should also make information on their service quality standards publicly available.		
Recital 14				
G 27	(14) Regarding air passenger rights, air carriers should strive to establish industry standards on the weight and dimensions of hand luggage with a view to limiting the current proliferation of different practices and enhancing the passenger travel experience, and report on their adherence to those standards as part of their service quality management systems. The publication of implementation reports by carriers on their quality standards should allow users to compare and make informed choices, encourage competition based on the quality of services, and facilitate uniform monitoring and enforcement by the national enforcement bodies.	(14) ***Air passenger rights regulation should ensure its objective of raising standards of protection and of information for passengers, strengthening their rights and ensuring that air carriers operate under harmonised conditions, including hand baggage dimensions. In accordance with the CJEU ruling in case C-487/12, hand baggage (i.e. luggage that is not checked in) should be considered as constituting a 'necessary aspect' of the carriage of passengers on condition that such baggage meets 'reasonable requirements' in terms of its weight and dimensions, and that its carriage should not, therefore, be made subject to a price supplement.***	*deleted*	***(14) deleted*** G

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		Regarding air passenger rights, ~~*air carriers*~~***the airline industry*** should ~~*strive*~~***collaborate*** to establish ~~*industry standards on the weight and*~~***a unique and standardized*** dimensions ~~*of hand*~~***for personal items and cabin*** luggage~~* with a view to limiting the current proliferation of different practices and enhancing the passenger travel experience, and report on their adherence to those*~~. ***These*** standards ~~*as part of their service quality management systems*~~***should align with the safety, operational, and technical requirements of various aircraft types and configurations***. The publication of implementation reports by carriers on their quality standards should allow users to compare and make informed choices, encourage competition based on the quality of services, and facilitate uniform monitoring and enforcement by the national enforcement bodies. ***Airlines should also communicate carry-on baggage dimensions clearly to passengers.***	
Recital 14a				

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G	27a		***(14a) Greater clarity needs to be provided in the cases that a personal item or hand luggage is left behind or lost in the aircraft cabin in order to facilitate the handling of such requests, ensuring a streamlined process and preventing any additional burden or miscommunication for passengers.***		***deleted***
	Recital 14b				
G	27b		***(14b) The concept of extraordinary circumstances has been subject to abundant case law. Greater clarity should be provided on what constitutes extraordinary circumstances to allow air passenger rights to be effectively and consistently enforced. In the light of case law, a distinction should be made between events originating internally and those originating externally to the air carrier. Events shall be considered external when they arise from circumstances beyond the air carrier's control and result from a natural event or an act of a third party. Such external events shall be generally qualified as***		***deleted***

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		extraordinary circumstances. Events that do not meet these criteria shall be deemed internal and shall not be qualified as extraordinary circumstances		
Recital 15				
Y 28	(15) To make it easier for passengers to request reimbursement or compensation in accordance with the Regulations concerned, forms that are valid throughout the Union should be established for such requests. Passengers should have the possibility to submit their requests by using such a form.	(15) To make it easier for passengers to request reimbursement or compensation in accordance with the Regulations concerned, forms that are valid throughout the Union should be established for such requests. Passengers should have the possibility to submit their requests by using such a form.	(15) **Reimbursement and compensation procedures should be non-discriminatory and easily accessible.** To make it easier for passengers to request reimbursement or compensation in accordance with the Regulations concerned, forms that are valid throughout the Union should be established for such requests. Passengers should have the possibility to submit their requests by using such a form. **While submitting requests for reimbursement and compensation through electronic means became a widespread practice, a passenger should have sufficient opportunities to submit requests by other means and to have their matters efficiently handled through other channels than the electronic one, for example by telephone or post.**	***(15) Reimbursement and compensation procedures should be non-discriminatory and easily accessible. To make it easier for passengers to request reimbursement or compensation in accordance with the Regulations concerned, forms that are valid throughout the Union should be established for such requests. Passengers should have the possibility to submit their requests by using such a form. While submitting requests for reimbursement and compensation through electronic means became a widespread practice, a passenger should have sufficient opportunities to submit requests by other means and to have their matters efficiently handled through other channels than the electronic one, for example by telephone or post.*** Y

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Recital 16				
G 29	(16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this.	(16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this.	(16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this.	(16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies, or any other bodies designated by Member States to handle passenger complaints, are best placed to do this. G
Recital 17				
Y 30	(17) In the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for air travel comparable to those of other citizens, if an air carrier, its agents or a tour operator requires a person with disabilities or person with reduced mobility to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national	(17) In the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for air travel comparable to those of other citizens, if an air carrier, its agents or a tour operator requires a person with disabilities or person with reduced mobility to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national	(17) In ~~the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give~~**certain circumstances,** persons with disabilities and persons with reduced mobility ~~opportunities for air travel comparable to those of other citizens, if an air carrier, its agents or a tour operator requires a person with disabilities or person with reduced mobility~~**are required** to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements	(17) In the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for air travel comparable to those of other citizens, Union law guarantees the right to non-discrimination in access to transport and other rights. Such rights include the right of passengers with disabilities and persons with reduced mobility to receive assistance, free of charge, while travelling by air, rail, waterborne Y

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	law or by the competent authorities, the accompanying person should travel free of charge. In addition, it should be aligned with the existing rights in rail, bus and coach and waterborne transport modes in the Union. In addition, if information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation such as the accessibility requirements set out in Annex I to Directive (EU) 2019/882[1]. 1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: http://data.europa.eu/eli/dir/2019/882/oj.	law or by the competent authorities, the accompanying person should travel free of charge ***and sit next to the person with disability and reduced mobility***. In addition, ***mobility equipment , including wheelchairs and assistive devices, is essential for passengers with disabilities and reduced mobility and its replacement remain difficult and costly. The loss or damage of such items has a significantly greater impact on the person concerned and therefore it should not be considered as standard luggage. Such items warrant specific treatment, higher standards of care during handling, and distinct liability and compensation provisions. Air carriers should provide full compensation to passengers in case of loss or damaged in respect to mobility equipment, assistive devices and recognised assistance dogs. In addition, free seating for the accompanying person and full liability for damaged mobility equipment in air transport*** ~~it~~ should be aligned	established by international, Union or national law or by the competent authorities~~, the accompanying person should travel free of charge. In addition, it should be aligned~~. **While due to the specificity of air transport, notably the application of airport taxes and charges, full alignment** with the existing rights in rail, bus and coach and waterborne transport modes ~~in the Union~~**where the accompanying person travels free of charge would be difficult, when the requirement is imposed by an air carrier, the cost of travel of such an accompanying person should be kept to the minimum when travelling by air. If an air carrier, its agent or a tour operator requires a person with disabilities or person with reduced mobility to be accompanied, the air carrier should cover at least the air fare of the accompanying person. The air carrier should have a possibility to request the accompanying person to cover airport charges and other obligatory charges directly**	means of transport, or bus and coach. A person with disabilities or person with reduced mobility should be able to travel accompanied by another person who is capable of providing the assistance required by applicable safety requirements under the international law, Union law or national law or by the competent authorities. Where the air carrier introduces such a requirement but cannot provide the assistance needed by the disabled person or person with reduced mobility, that person should be allowed to travel accompanied by another person of their choice, who should travel free of charge and be seated next to that disabled person or person with reduced mobility. The air carriers should be able to request that person to prove its recognised disability status in accordance with Union law or national law, before granting such a service. In such a case, a request could be satisfied by presenting a European Disability Card issued in accordance with Directive (EU) 2024/2841 of the European Parliament and of the Council*.

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		with the existing rights in rail, bus and coach and waterborne transport modes in the Union. In addition, ~~if~~***when*** information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation ~~*such as*~~***including*** the accessibility requirements set out in Annex I to Directive (EU) 2019/882[1]~~.~~ 1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: http://data.europa.eu/eli/dir/2019/882/oj.	**linked to the travel of such a person that are not levied by the air carrier**. In addition, if information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation ~~such as~~**including** the accessibility requirements set out in Annex I to Directive (EU) 2019/882 **of the European Parliament and of the Council[1].** ~~[1].~~ 1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70~~), ELI: ~~**, ELI:** http://data.europa.~~eu/eli/dir/2019/882/oj~~e u/eli/dir/2019/882/oj)**.	The air carrier or its agent should make publicly available, in accessible formats, the safety rules that it applies to the carriage, in accordance with the applicable legislation such as the accessibility requirements set out in Annex I to Directive (EU) 2019/882 of the European Parliament and of the Council[1]. *. Directive (EU) 2024/2841 of the European Parliament and of the Council of 23 October 2024 establishing the European Disability Card and the European Parking Card for persons with disabilities (OJ L, 2024/2841, 14.11.2024), ELI: http://data.europa.eu/eli/dir/2024/2841/oj. 1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: http://data.europa.eu/eli/dir/2019/882/oj.
Recital 17a				
Y 30a		***(17a) The European Commission, in cooperation with Member States and organisations representing persons with disabilities and recognised assistance dog handlers, should assess the situation in each***		***(17a) deleted*** Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Member State, while taking into account their specificities and act, including through legislation, to ensure that recognised assistance dogs are mutually recognised throughout the EU. In case a person with disability is permitted to travel with a recognised assistance dog on the outbound flight, the dog shall be regarded as a recognised assistance dog for the entire duration of the journey, including the return flight, in order to ensure uniform access and non-discrimination throughout the Union.		
Recital 17b				
30b		***(17b) A proactive, collaborative approach is needed to identify and remove accessibility barriers for PRMs while maintaining aviation safety as the top priority. To ensure consistency and a data-based legislation, a comprehensive study should assess how PRMs are accommodated by airlines and airports and thus eventually identifying inconsistencies in current practices. Particular***		***(17b) deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		attention should be paid to the fact that, according to Article 4(1) of Regulation (EC) No 1107/2006 (PRM Regulation), airlines may only refuse carriage to PRMs based on their disability or reduced mobility due to safety reasons, and it is questionable whether there are different interpretations of the latter. Coordination between EASA, the airline industry, airports and representatives of PRM is essential to establish clear, uniform safety criteria. Based on the findings, EASA should set common standards for European flights, with efforts to align globally through ICAO.		
Recital 17c				
Y	30c			***(21b) Regulation (EC) No 1107/2006, Regulation (EU) No 1177/2010 and Regulation (EU) 2021/782 already require airport managing bodies, port terminal operators, carriers and railway undertakings and station managers respectively to establish and make publicly available service quality standards relating to the*** Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				implementation of the rights of persons with disabilities and persons with reduced mobility. Consistency across transport modes should be ensured while specificities of different modes should duly be taken into account. Therefore, the obligation to establish service quality standards relating to the rights of persons with disabilities and persons with reduced mobility should be extended to air carriers, bus and coach carriers, and bus and coach terminal operators and these service quality standards applicable across transport modes should be aligned. Service quality standards should provide a clear added value for passengers, in particular persons with disabilities and persons with reduced mobility. At the same time, they should remain proportionate and should not impose unnecessary administrative burdens on market actors and authorities, notably considering the ambition of promoting a modal shift towards more sustainable

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				transport options. With this in mind, the Commission should undertake a comprehensive assessment of the implementation and effectiveness of all service quality standards across Union passenger rights legislation, including those applicable in the rail sector. Based on that evaluation, the Commission should, where appropriate, propose legislative amendments.
Recital 18				
G	31	(18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, by reason of the need to have the same rules within the single market , be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that	(18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, by reason of the need to have the same rules within the single market , be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that	(18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, by reason of the need to have the same rules within the single market-, be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that	(18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, by reason of the need to have the same rules within the single market-, be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that

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	Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.	Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.	Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.	Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.
Recital 19				
G 32	(19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests. _____ 1. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13).	(19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests. _____ 1. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13).	(19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests. _____ 1. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13~~)~~**,** **ELI: http://data.europa.eu/eli/reg/2011/182/oj).**	(19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests. _____ 1. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj). G
Recital 20				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 33	(20) This Regulation respects fundamental rights and observes the principles recognised in the Charter of Fundamental Rights of the European Union, in particular Articles 21, 26, 38 and 47 concerning, respectively, the prohibition of any form of discrimination, the integration of persons with disabilities, the ensuring of a high level of consumer protection, and the right to an effective remedy and to a fair trial.	(20) This Regulation respects fundamental rights and observes the principles recognised in the Charter of Fundamental Rights of the European Union, in particular Articles 21, 26, 38 and 47 concerning, respectively, the prohibition of any form of discrimination, the integration of persons with disabilities, the ensuring of a high level of consumer protection, and the right to an effective remedy and to a fair trial.	(20) This Regulation respects fundamental rights and observes the principles recognised in the Charter of Fundamental Rights of the European Union, in particular Articles 21, 26, 38 and 47 concerning, respectively, the prohibition of any form of discrimination, the integration of persons with disabilities, the ensuring of a high level of consumer protection, and the right to an effective remedy and to a fair trial.	(20) This Regulation respects fundamental rights and observes the principles recognised in the Charter of Fundamental Rights of the European Union, in particular Articles 21, 26, 38 and 47 concerning, respectively, the prohibition of any form of discrimination, the integration of persons with disabilities, the ensuring of a high level of consumer protection, and the right to an effective remedy and to a fair trial. G
Recital 21				
G 34	(21) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council ([1]) and delivered an opinion on [ ], 1. Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1245/2002/EC (OJ L 295, 21.11.2018, p. 39).	(21) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council ([1]) and delivered an opinion on [ ], 1. Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1245/2002/EC (OJ L 295, 21.11.2018, p. 39).	(21) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council ~~([1])~~[1] and delivered ~~an~~**its** opinion on [ ]**24 January 2024**, 1. Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) ~~No 45/2001~~**No 45/2001** and Decision ~~No~~	(21) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council[1] and delivered its opinion on 24 January 2024, 1. Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision G

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate		VS.AGR Coreper mandate
				~~1245/2002/EC~~**No 1245/2002/EC** (OJ L 295, 21.11.2018, p. 39~~)~~**, ELI: http://data.europa.eu/eli/reg/2018/1725/oj).**		No 1245/2002/EC (OJ L 295, 21.11.2018, p. 39, ELI: http://data.europa.eu/eli/reg/2018/1725/oj).
Recital 21a						
G	34a		***(21a) "The Flight Emissions Label established pursuant to Article 14 of Regulation (EU) 2023/2405 of the European Parliament and the Council is at the disposal of the service providers should they want to display, easily accessible on their websites and on tickets, accurate and objective information regarding the environmental impact of their travel on a comparable way."***			***(21a) deleted***
Formula						
G	35	HAVE ADOPTED THIS REGULATION:	HAVE ADOPTED THIS REGULATION:	HAVE ADOPTED THIS REGULATION:		HAVE ADOPTED THIS REGULATION:
Article 1						
G	36	Article 1 Amendments to Regulation (EC) No 261/2004	Article 1 Amendments to Regulation (EC) No 261/2004	Article 1 Amendments to Regulation (EC) No 261/2004		Article 1 Amendments to Regulation (EC) No 261/2004
Article 1, first paragraph						
G	37	Regulation (EC) No 261/2004 is amended as follows:	Regulation (EC) No 261/2004 is amended as follows:	Regulation (EC) No 261/2004 is amended as follows:		Regulation (EC) No 261/2004 is amended as follows:
Article 1, first paragraph, point (-1)						

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	37a		***(-1) In Article 2, point l is replaced by the following:*** For AirPax negotiations		***deleted***
	Article 1, first paragraph, point (-1), amending provision, first paragraph				
G	37b		‘ ***(1) ‘cancellation’ means the non-operation of a flight which was previously planned and on which at least one place was reserved. It shall be considered a cancelled flight when the aircraft took off but was subsequently forced to land at an airport other than the airport of destination, or to return to the airport of departure, or where the passengers of the aircraft concerned were transferred to departure on other flights, or when the departure time was brought forward by more than an hour by the air carrier.’*** , For AirPax negotiations		‘ ***deleted*** ,
	Article 1, first paragraph, point (1)				
G	38	(1) in Article 2, the following definition is added:	(1) in Article 2, the following definition is added:	(1) in Article 2, the following ~~definition is~~**definitions are** added:	(1) in Article 2, the following definitions are added:

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1)				
38a			‘ **(ca) “airport managing body” means a body as defined in Article 2, point (f), of Regulation (EC) No 1107/2006;**	‘ ***deleted***
Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1a)				
38b			**(fa) “full cost of the ticket” means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage;**	(fa) “full price of the ticket” means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage;
Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1b)				
38c		‘ ***(zb) “intermediation fee” means any difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary;***	**(fb) “intermediation fee” means any difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary;**	(fb) “intermediation fee” means any positive difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary;

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		Added in the same row of the corresponding CSL mandate. In EP mandate after row 39b		
Article 1, first paragraph, point (1), amending provision, numbered paragraph (z)				
G 39	‘ (z) ‘intermediary’ means any ticket vendor, organiser or retailer as defined in points (8) and (9) respectively of Article 3 of Directive (EU) 2015/2302 other than a carrier.; ’	(z) ‘intermediary’ means any ticket vendor, organiser or retailer as defined in points (8) and (9) respectively of Article 3 of Directive (EU) 2015/2302 other than a carrier.;	(z) ~~‘~~“intermediary~~’~~” means any ~~ticket vendor, organiser or retailer as defined in points (8) and (9) respectively of Article 3 of Directive (EU) 2015/2302~~**natural or legal person,** other than a carrier~~.~~**, who is acting, for purposes relating to their trade, business or profession, on behalf of a carrier or a passenger for the conclusion of a transport contract**;	(z) “intermediary” means any natural or legal person, other than a carrier, which is acting, for purposes relating to their trade, business or profession, on behalf of a carrier or a passenger for the conclusion of a transport contract; G
Article 1, first paragraph, point (1), amending provision, numbered paragraph (zb)				
G 39a		***zd 'recognised assistance dog' means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.*** Added in the same row of the corresponding CSL mandate. In EP mandate after row 39c	**(za) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.** ,	zd 'recognised assistance dog' means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist. G
Article 1, first paragraph, point (1), amending provision, numbered paragraph (ze)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
39b		***(za) "cost of the air ticket" means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage;*** For AirPax negotiations		***deleted***
Article 1, first paragraph, point (1), amending provision, numbered paragraph (zc)				
39c		***(zc) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights.***		***(1) deleted***
Article 1, first paragraph, point (1), amending provision, numbered paragraph (ze)				
39d		***(ze) 'accessible format' means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as***		(ze) 'accessible format' means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or

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		easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with Annex I to Directive (EU) 2019/882;		disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the European Parliament and of the Council;
Article 1, first paragraph, point (1), amending provision, numbered paragraph (zf)				
G	39e	***(zf) 'personal item': means a small bag or an article with maximum dimensions of 40x30x15cm that the air carrier shall allow the passenger to carry on board, on condition that it fits under the front seat and complies with applicable security requirements.*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (1), amending provision, numbered paragraph (zg)				
G	39f	***(zg) 'hand baggage' means a piece of unchecked baggage which is not a personal item of a maximum size of 120cm and which complies with security and safety requirements.'*** , For AirPax negotiations		***deleted*** , G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	Article 1, first paragraph, point (1a)				
G	39g		***(1a) In Article 3(1), point b is amended as follows:*** For AirPax negotiations		***deleted***
	Article 1, first paragraph, point (1a), amending provision, point (a)				
G	39h		‘ ***(b) ‘to passengers departing from an airport located in a third country to an airport situated in the territory of a Member State to which the Treaty applies, unless they received comparable benefits or compensation and were given assistance in that third country.’*** , For AirPax negotiations		***deleted*** ,
	Article 1, first paragraph, point (1b), first subparagraph				
G	39i		***(1b) the following Article is inserted :*** For AirPax negotiations		***deleted***
	Article 1, first paragraph, point (1b), first subparagraph, amending provision, first paragraph				
G	39j		‘ ***Article 6a*** For AirPax negotiations		‘***deleted***
	Article 1, first paragraph, point (1b), first subparagraph, amending provision, second subparagraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	39k		***Extraordinary circumstances*** For AirPax negotiations		***deleted***
	Article 1, first paragraph, point (1b), first subparagraph, amending provision, third subparagraph				
G	39l		***1. Extraordinary circumstances shall be considered events which, by their nature or origin, are not inherent in the normal exercise of the activity of the air carrier concerned and are outside that air carrier's actual control. For the purposes of this Regulation, extraordinary circumstances are limited to the circumstances set out in Annex IIa;*** For AirPax negotiations		***deleted***
	Article 1, first paragraph, point (1b), first subparagraph, amending provision, fourth subparagraph				
G	39m		***2. When a passenger has a right to compensation from the air carrier in accordance with Articles 4, 5 and 6, the air carrier shall send to the passenger in a written form, within 48 hours, the information about the presence or absence of extraordinary circumstances and provide access to a pre-filled***		***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			common form in accordance with 16aa.		
Article 1, first paragraph, point (1b), first subparagraph, amending provision, fifth subparagraph					
G	39n		***3. Where an unusual event outside the control of one or more Member States has occurred, which has a major impact on air travel with major unfavourable consequences for the aviation sector and that is not covered under Annex IIa, the Commission is empowered to adopt a delegated act in accordance with Article 16cb in order to amend the exhaustive list set out in Annex IIa by adding the relevant extraordinary circumstance, provided that this is strictly necessary to respond to such an unusual event.'*** ,		***deleted*** G
Article 1, first paragraph, point (2)					
G	40	(2) the following Article 8a is inserted:	(2) the following Article 8a is inserted:	(2) the following Article 8a is inserted:	(2) the following Article 8a is inserted: G
Article 1, first paragraph, point (2), amending provision, first paragraph					
G	41	' Article 8a	' Article 8a	' Article 8a	' Article 8a G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
Article 1, first paragraph, point (2), amending provision, second paragraph						
G	42	Reimbursement when the ticket was booked through an intermediary	Reimbursement when the ticket was booked through an intermediary	Reimbursement when the ticket was booked through an intermediary	Reimbursement when the ticket was booked through an intermediary	G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (-1)						
G	42a				1. When offering tickets and before a passenger finalises a booking, the intermediary shall inform the passenger in a clear, comprehensible and easily accessible manner whether the selected air carrier agrees to process reimbursement through the intermediary, and of the reimbursement process provided for in this Article.	G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (-1a)						
G	42b				2. Reimbursement through the intermediary shall be free of charge for passengers.	G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (-1b)						
Y	42c				3. Before a passenger finalises a booking, the intermediary shall inform the passenger of the applicable intermediation, administrative, service or cancellation fee, as well	Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				as of the amount of fees which will be reimbursed under Articles 8 and 8a.
Article 1, first paragraph, point (2), amending provision, numbered paragraph (-1c)				
42d				4. In the case of a reimbursement as provided for in Article 8(1)(a), the following rules shall apply:
Article 1, first paragraph, point (2), amending provision, numbered paragraph (1)				
43	1. Where the passenger has bought a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1) point (a) through that intermediary in accordance with this Article.	1. Where the passenger has bought a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1) point (a) through that intermediary***. In such a case, the intermediary shall be responsible to reimburse the passenger*** in accordance with this Article.	1. Where the passenger has ~~bought~~**booked** a ticket through an intermediary, the operating air carrier ~~-~~may make the reimbursement referred to in Article 8(1)**,** point (a)**,** through that intermediary**. In such a case, the intermediary shall reimburse the passenger** in accordance with **paragraphs 3 and 5 of** this Article.	(a) Where the passenger has booked a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1)(a), through that intermediary. In such a case, the intermediary shall reimburse the passenger. The air carrier may, in agreement with the intermediary, deviate from the procedure set out in paragraph 5, provided that it grants the passenger an equivalent level of protection, regarding in particular the terms of reimbursement of the intermediation fee and deadlines for payments.
Article 1, first paragraph, point (2), amending provision, point (a)				
43a				(b) If the intermediary is not involved in the

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				reimbursement process, or has transmitted the passenger's payment details to the air carrier without paying the air carrier for tickets from its own account, the air carrier shall reimburse the passenger in accordance with Article 8(1)(a). The air carrier shall reimburse the passenger the full price of the ticket and the intermediation fee, if applicable, within seven days as of the date of the passenger's transmission of the evidence of the full price of the ticket and any intermediation fee paid, if applicable, and the passenger's payment details if the intermediary is not involved in the reimbursement process.
Article 1, first paragraph, point (2), amending provision, numbered paragraph (1a)				
G	43b	4. The air carrier shall state publicly, in a clear, comprehensible and easily accessible manner, whether it agrees to process reimbursements through intermediaries, and with which intermediaries it accepts to do so. Moved reference text	~~The air carrier~~**Air carriers** shall state publicly, in a clear, comprehensible and easily accessible manner, whether ~~it agrees~~**they agree** to process reimbursements through intermediaries, and with which intermediaries ~~it accepts~~**they accept** to do so. Copy-Delete: row 46	***deleted*** PCY suggests deleting the part in brackets.

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Article 1, first paragraph, point (2), amending provision, numbered paragraph (1b)					
Y	43c		**In the case the intermediary is not involved in the reimbursement process, Article 8(1), point (a), shall apply to the reimbursement.**	***deleted***	Y
Article 1, first paragraph, point (2), amending provision, numbered paragraph (2)					
G	44	2. The intermediary and the air carrier shall inform the passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation.	2. The intermediary ~~*and the air carrier*~~ shall inform the passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation.	2. The intermediary ~~and the air carrier~~ shall inform the passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation.	***deleted***	G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (3)					
G	45	3. Reimbursement through the intermediary shall be free of charge for passengers and all other parties concerned.	3. ~~*Reimbursement*~~***Reimbursements*** through the intermediary shall be free of charge for passengers ~~*and all other parties concerned*~~***. No costs shall be borne by the passenger in the reimbursement procedure***.	3. Reimbursement through the intermediary shall be free of charge for passengers ~~and all other parties concerned~~**. The reimbursement shall not be reduced by financial transaction costs linked to the reimbursement such as fees, telephone costs or stamps**.	***deleted***	G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (4)					
Y	46	4. The air carrier shall state publicly, in a clear, comprehensible and easily	4. The ~~*air carrier*~~***intermediary*** shall state publicly~~*,*~~ ***and inform*** in a clear,	*deleted* *Copy-Delete: row 46*	***deleted***	Y

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	accessible manner, whether it agrees to process reimbursements through intermediaries, and with which intermediaries it accepts to do so.	***unambiguous and*** comprehensible ~~*and easily accessible*~~ manner***, at the time of selection of flights***, whether ~~*it agrees*~~***they are in agreement with the air carrier selected to sell their tickets and*** to process reimbursements ~~*through intermediaries, and with which intermediaries it accepts to do so*~~.		
Article 1, first paragraph, point (2), amending provision, numbered paragraph (5)				
Y	47 5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts:	5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts:	5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts:	5. The following rules shall apply in the case of reimbursement through intermediaries which have paid an air carrier for tickets from their own accounts in accordance with paragraph (4)(a):
Article 1, first paragraph, point (2), amending provision, numbered paragraph (5), point (a)				
Y	48 (a) the air carrier shall reimburse the intermediary within seven days, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on the date of the passenger's choice of a reimbursement in accordance with	(a) the air carrier shall reimburse the intermediary ***the cost of the air ticket as it had received for the ticket from the intermediary,*** within seven days, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on the	(a) the air carrier shall reimburse the intermediary **the amount it had received for the ticket from the intermediary** within seven days~~, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on~~	(a) the air carrier shall reimburse the intermediary the price of the air ticket which it received from the intermediary, within seven days, in a single transaction by means of the same payment method which was used at the time of booking, and shall ensure that the payment is linked to the original booking reference. The seven-day period shall start

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	Article 8 (1) (a), first indent. The intermediary shall reimburse the passenger via the original payment method, at the latest within a further seven days, and inform the passenger and the air carrier thereof.	date of the passenger's choice of a reimbursement in accordance with Article 8 (1) (a), first indent. The intermediary shall reimburse the passenger ***the cost of the air ticket and the intermediation fees*** via the original payment method, at the latest within a further seven days, and inform the passenger and the air carrier thereof.	**from** the date ~~of~~**that the air carrier received** the passenger's choice of a reimbursement in accordance with Article ~~8 (1)~~**8(1), point** (a), first indent. The intermediary shall reimburse the passenger **the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14(5),** via the original payment method**, which was used by, or on behalf of, the passenger at the time of the booking of the transport service**, at the latest within a further seven days, and inform the passenger and the air carrier thereof. **If that payment method is no longer available, the intermediary shall contact the passenger to obtain the payment details.**	on the date of the passenger's choice of a reimbursement in accordance with Article 8(1) (a), first indent. The intermediary shall reimburse the passenger the price of the air ticket and the intermediation fee, if applicable, via the original payment method, at the latest within a further seven days, and inform the passenger and the air carrier thereof. If that payment method is no longer available, the intermediary shall contact the passenger to obtain the payment details.
Article 1, first paragraph, point (2), amending provision, numbered paragraph (5), point (b)				
Y	49 (b) if the passenger does not receive the reimbursement within 14 days as of the date of choosing a reimbursement in accordance with Article 8 (1) (a), first indent, the operating air carrier shall contact the passenger at the latest on the day following the expiry of	(b) ***The intermediary is required to notify the air carrier without delay upon processing the reimbursement to the passenger.*** If the passenger does not receive the reimbursement within 14 days as of the date of choosing a reimbursement in	(b) if the passenger does not receive the reimbursement within 14 days ~~as of~~**from** the date of choosing a reimbursement in accordance with Article ~~8 (1)~~**8(1), point** (a), first indent, the ~~operating~~ air carrier shall contact the passenger at the latest on the	(b) if the air carrier has not received confirmation of payment fulfilment within 14 days from the date of the passenger choosing a reimbursement in accordance with Article 8 (1) (a), first indent, the air carrier shall contact the passenger at the latest on the day Y

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	the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the operating air carrier shall reimburse the passenger within seven days and inform the passenger and the intermediary thereof.	accordance with Article 8 (1) (a), first indent, ***or if the operating air carrier has not received confirmation of payment fulfilment within 14 days***, the operating air carrier shall contact the passenger at the latest on the day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the operating air carrier shall reimburse the passenger within seven days and inform the passenger and the intermediary thereof. ***Air carriers and intermediaries shall provide passengers with the references of the money transfer such as the transaction number.***	day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the ~~operating~~**air carrier shall reimburse the passenger the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14, paragraph 5, unless those fees have been charged without the knowledge of the air carrier. The** air carrier shall reimburse the passenger within ~~seven~~**14** days and inform the passenger and the intermediary thereof.	following the expiry of the 14-day period in order to obtain the payment details for the reimbursement as well as evidence of the full price of the ticket and any intermediation fee paid by the passenger, if applicable. Upon receipt of this information, the air carrier shall reimburse the passenger the full price of the ticket and the intermediation fee, if applicable, within seven days of receiving that information and it shall inform the passenger and intermediary thereof. Air carriers and intermediaries shall provide passengers with the details of reimbursement, including in particular the transaction number of a money transfer after it has been effected.
Article 1, first paragraph, point (2), amending provision, numbered paragraph (5), point (ba)				
49a				(ba) If the intermediary is a micro enterprise as defined in Article 2(3) of the Annex to Commission Recommendation 2003/361/EC, it may decide not to reimburse a specified amount of its intermediation fee provided that it has informed the passenger

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				thereof at the start of the booking process, in a clear, unambiguous and prominent manner.
Article 1, first paragraph, point (2), amending provision, numbered paragraph (5a)				
G 49b		***5a. Intermediaries are liable for duly processing the reimbursement set out in paragraph 5. In case of a breach of their obligations, intermediaries are subject to a penalty regime as defined by Member States in accordance with Article 16bcc.***		***5a. deleted*** G
Article 1, first paragraph, point (2), amending provision, numbered paragraph (6)				
G 50	6. This Article shall not affect any obligations of operating air carriers under Directive (EU) 2015/2302.; ,	6. This Article shall not affect any obligations of operating air carriers under Directive (EU) 2015/2302.; ,	6. This Article ~~shall not affect any obligations of operating air carriers under~~**does not apply to tickets booked as part of a package within the meaning of** Directive (EU) 2015/2302 **of the European Parliament and of the Council***. _____ * **Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive**	6. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302 of the European Parliament and of the Council*. _____ * Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council G

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			2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: http://data.europa.eu/eli/dir/2015/2302/oj).’; ,	Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: http://data.europa.eu/eli/dir/2015/2302/oj).’; ,
Article 1, first paragraph, point (2a)				
G 50a			**(2a) Article 11, paragraph 1 is replaced by the following:**	(2a) Article 11, paragraph 1 is replaced by the following: Alignment with AirPax To be deleted in view of the amendment of Article 11 in AirPax
Article 1, first paragraph, point (2a), amending provision, first paragraph				
G 50b			‘ **1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or recognised assistance dogs accompanying them, as well as unaccompanied children.** ,	‘ ***deleted*** , Alignment with AirPax To be deleted in view of the amendment of Article 11 in AirPax
Article 1, first paragraph, point (2b)				

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	50c		***(2a) The following Article 8b is inserted:*** For AirPax negotiations Technical addition		***deleted***	G
Article 1, first paragraph, point (2b), amending provision, Article						
G	50d		***Article 8b*** ‘ ***Right of passengers to transfer their ticket to another holder in exceptional circumstances and change of name of the ticket holder.*** For AirPax negotiations		***deleted***	G
Article 1, first paragraph, point (2b), amending provision, Article(1), first subparagraph						
G	50e		***1. Passengers who, for exceptional reasons, are no longer able to make a journey they have booked, shall be entitled to request a change in the name of the ticket holder.*** For AirPax negotiations		***deleted***	G
Article 1, first paragraph, point (2b), amending provision, Article(1), second subparagraph						
G	50f		***2. Air carriers, operators or intermediaries shall be obliged to offer one of the following two***		***deleted***	G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		options, made available at the time of reservation: ***(a) change in the name of the ticket holder free of charge in justified cases of force majeure, such as:*** ***(i) Death of the passenger or of a close family member;*** ***(ii) Serious medical problems preventing travel (proven by medical certificates);*** ***(iii) Other exceptional circumstances set out in national law or by the carrier; or*** ***(b). transfer of the ticket to another passenger.***		
Article 1, first paragraph, point (2b), amending provision, Article(1), third subparagraph				
G	50g	***3. Passengers may transfer the ticket to another person after providing reasonable notification to the carrier or intermediary on a durable medium prior to the flight. Notification provided at least 72 hours prior to the flight shall in all cases be considered reasonable and shall not be subject to any additional charge.***		***deleted*** G
Article 1, first paragraph, point (2b), amending provision, Article(1), fourth subparagraph				
G	50h	***4. Where passengers transfer a ticket in the 72 hours***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		prior to departure, the intermediary's carrier may charge fees. The intermediary's carrier shall inform the transferor of the actual costs of the transfer. These costs must not be unreasonable and must not exceed the actual cost borne by the carrier or intermediary for transfer of the ticket.		
Article 1, first paragraph, point (2b), amending provision, Article(1), fifth subparagraph				
G 50i		***5. The transferor and the transferee shall be jointly and severally liable for payment of the balance due and for any additional charges.***		***deleted*** G
Article 1, first paragraph, point (2b), amending provision, Article(1), sixth subparagraph				
G 50j		***6. The organiser shall provide the transferor with proof of any additional fees arising from transfer of a package travel contract.***		***deleted*** G
Article 1, first paragraph, point (2b), amending provision, Article(1), seventh subparagraph				
G 50k		***7. Passengers shall be informed at the pre-contractual stage, and in the booking confirmation, of the possibility of transferring their ticket under this Article.***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (2b), amending provision, Article(1), eighth subparagraph				
50l		***8. The passenger shall have the possibility to chage name of the ticket holder against payment of a transparent and fair fee set by the carrier and clearly communicated at the time of purchase of the ticket. This option must be made available to passengers at the time of reservation of the ticket and must be indicated in the air carrier's terms and conditions.***		***deleted***
Article 1, first paragraph, point (2b), amending provision, Article(1), ninth subparagraph				
50m		***9. Member States shall monitor the implementation of this measure to ensure that air carriers respect the right of passengers to transfer tickets under fair conditions.*** '		***deleted***
Article 1, first paragraph, point (2c)				
50n		***(2b) Article 11 is replaced by the following:*** For AirPax negotiations		***deleted***
Article 1, first paragraph, point (2c), amending provision, Article				
50o		***Article 11*** '		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Persons with reduced mobility or special needs For AirPax negotiations		
Article 1, first paragraph, point (2c), amending provision, Article(1)				
50p		***-1. The rights of persons with disabilities and persons with reduced mobility laid down under this Article shall be without prejudice to the rights they enjoy under Regulation (EC) No 1107/2006.***		***deleted***
Article 1, first paragraph, point (2c), amending provision, Article(2)				
50q		***1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or recognised assistance dogs accompanying them, as well as unaccompanied children.***		***deleted***
Article 1, first paragraph, point (2c), amending provision, Article(3)				
50r		***2. In cases of denied boarding, cancellation, delays of any length and missed flight due to a lack of airport assistance services, persons with disabilities and persons with reduced mobility and any persons accompanying them, as well as unaccompanied children, shall***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		have the right to compensation, reimbursement or re-routing as provided for in Article 7 and 8 and the right to care in accordance with Article 9 as soon as possible.		
Article 1, first paragraph, point (2c), amending provision, Article(4)				
G 50s		***2a. Infants of less than 24 months and children under 12 years old shall be considered special category of passengers (SCP) in accordance with the EU air safety legislation under Regulation 965/2012. Allocation of seats for infants with the accompanying passenger and for children under 12 years old next to the accompanying passenger, made under the same booking, shall be provided free of charge by the air carrier.*** ,		***deleted*** G
Article 1, first paragraph, point (2d)				
G 50t		***(2c) The following article is inserted :*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2d), amending provision, Article				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 50u		***Article 11a*** ‘ ***Right to personal item and hand luggage*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2d), amending provision, Article, first paragraph				
G 50v		***Passengers shall always have the right to a carry on board one personal item, such as a small bag, handbag, backpack or laptop bag under the condition that it can be safely stowed under the seat in front of the passenger. Air carriers shall not charge the passenger any supplement or additional fees on top of the price of the flight ticket for this personal item. It is mandatory that carriers provide clear, transparent, and easily accessible information on the weight and dimension requirements for the personal item at the time of booking and after the booking is completed, ensuring passengers are fully informed before their journey.*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2d), amending provision, Article, second paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 50w		***2. Passengers shall always have the right to carry on board, one piece of hand luggage. The hand luggage shall not be subject to price supplement on the price of the flight ticket within the maximum dimensions of 100 cm (sum of length, width, and height) and maximum weight of 7 kilos. Air Carriers may apply different provisions regarding additional or larger hand luggage.*** ***The hand luggage may be stored either in the aircraft cabin (as carry-on baggage) or in the aircraft hold, as checked baggage. The carrier may refuse to allow such hand luggage on board only on grounds of security connected with the weight or size of the hand luggage in relation to the characteristics of the aircraft.*** ***Air carriers shall provide clear, transparent, and easily accessible information on the weight and dimension requirements for the hand luggage at the time of booking and after the booking is completed, ensuring passengers***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		are fully informed before their journey.		
Article 1, first paragraph, point (2d), amending provision, Article, third paragraph				
G 50x		***3. For the event that a personal item or hand luggage is left behind in the aircraft cabin, the operating and contracting air carriers shall establish in advance which party is responsible for handling any subsequent requests. The designated responsible air carrier shall automatically inform the passengers, upon the completion of booking, regarding the procedure for retrieving forgotten personal items or hand luggage. This information shall be communicated in a clear and comprehensive manner and shall include electronic contact details, applicable forms, and any other pertinent details necessary for the passenger to initiate a request.'*** ,		***deleted*** G
Article 1, first paragraph, point (2e)				
G 50y		***(2d) Article 14 is replaced by the following:***	**(2b) Article 14 is amended as follows:**	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		For AirPax negotiations		
Article 1, first paragraph, point (2e)(a)(i)				
50z		‘ ***Article 14*** ***Obligation to inform passengers of their rights*** For AirPax negotiations		***deleted***
Article 1, first paragraph, point (2e)(a)(ii)				
50aa		***1. The airport managing body and operating air carrier shall ensure that at check-in, online and at the boarding gate, a clearly legible notice containing the following text is displayed in a manner clearly visible to passengers: "If you are denied boarding or if your flight is cancelled or delayed for at least two hours at departure, or of more than 3 hours at arrival at your final destination, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance". This notice shall be displayed physically and electronically in***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		as many relevant languages as possible." For AirPax negotiations		
Article 1, first paragraph, point (2e)(a)(2)				
50ab		***1a. Air carriers shall set up, at each airport where they operate, contact points at which they shall ensure the presence of contact personnel or a third parties commissioned by the air carrier concerned, to provide passengers with the necessary information regarding their rights, including complaint procedures, to assist them and to take immediate action in the event of cancelled or delayed flights, denied boarding and lost or delayed baggage. During the air carriers operating hours and until the last passengers disembark from the last plane, those contact points shall be available for the purpose of assisting passengers inter alia concerning reimbursement, re-routing, rebooking and of accepting the lodging of their complaints.*** For AirPax negotiations		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (2e)(a)(3)				
G 50ac		***1b. The operating air carrier shall provide the passengers with clearly legible and transparent information about passenger rights and contacts for help and assistance on electronic tickets and electronic and printed versions of a boarding card.*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2e)(a)(4)				
G 50ad		***2. In the event of denied boarding or flight cancellation, delay or change of schedule of at least two hours, the operating air carrier shall as soon as possible fully inform the passenger affected and provide him with a written notice or a notice in electronic form setting out the rules for compensation and assistance in line with this Regulation, including information on possible limitations pursuant to Articles 9(4) and shall inform passenger of possible alternative transport modes. Air carriers shall clearly inform passengers of the procedure for requesting***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		compensation, reimbursement or rerouting and assistance under, respectively, Article 7 and Articles 8, 8a, 9 and 10 of this Regulation. The contact details of the national enforcement body or other body designated under Article 16 shall also be given to the passenger in written form. For AirPax negotiations		
Article 1, first paragraph, point (2e)(a)(5)				
G 50ae		***3. In respect of blind and visually impaired persons, persons with cognitive or intellectual disabilities, and other persons with reduced mobility, the provisions of this Article shall be applied using appropriate alternative and accessible means.*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2e)(a)(6)				
G 50af		***4. The airport managing body shall ensure that general information on passenger rights is clearly and visibly displayed within the passenger areas of the airport. On the basis of the information received, it shall also***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		ensure that passengers present at the airport are informed about the causes and their rights in cases of delays and flight disruptions, such as the cancellation of their flight and about their rights in the event that the airline unexpectedly ceases operations as in the case, for example in the event of its insolvency or revocation of its operating licence. For AirPax negotiations		
Article 1, first paragraph, point (2e)(a)(7)				
G 50ag		***5. In the event of cancellation or delay in departure, passengers shall be informed by the operating air carrier of the situation, including the cause of the disruption, as soon as this information is available, and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time, provided that the air carrier has received the passenger's contact details in accordance with paragraphs 6 and 7 in case the***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		ticket was acquired via an intermediary. For AirPax negotiations		
Article 1, first paragraph, point (2e)(a)(8)				
G 50ah		***5a. The air carrier shall have documents available at the check-in counter and the boarding gate containing the European Air Passengers Charter, which its staff shall give to air passengers on request. The European Commission shall update such documents Charter every time there is a substantial change to air passengers' rights.*** For AirPax negotiations		***deleted*** G
Article 1, first paragraph, point (2e)(a)(9)				
G 50ai		***5b. Air carriers shall provide accessible, effective telephone assistance for all passengers once a flight has been booked; this service shall provide information and alternative proposals in the event of flight disruption and shall under no circumstances exceed the cost of a local call.*** For AirPax negotiations		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (2e)(a)(10)				
50aj		***5c. Without prejudice to obligations under paragraph 2, any electronic communication to the passenger notifying him or her of cancellation, long delay, or change of schedule shall state prominently that the passenger may be entitled to compensation and/or assistance under this Regulation.'*** , For AirPax negotiations		***deleted***
Article 1, first paragraph, point (2e)(b)				
50ak			**(a) the title is replaced by the following:**	***deleted***
Article 1, first paragraph, point (2e)(b), amending provision, Article				
50al			**Article 14** ' **Obligations to inform passengers** ,	***deleted***
Article 1, first paragraph, point (2e)(c)				
50am			**(b) the following paragraphs are added:**	***deleted***
Article 1, first paragraph, point (2e)(c), amending provision, numbered paragraph (1)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	1. The information for passengers under this Regulation shall be provided also by electronic means, where technically possible. Where information is provided by such means, air carriers and intermediaries shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and to communicate effectively. Moved reference text		‘ ~~1~~4. The information for**, and the correspondence with,** passengers under this Regulation shall be provided ~~also~~ by electronic means, where technically possible. Where information is provided by such means, air carriers and intermediaries shall ensure that ~~the passenger can keep~~ any written correspondence, including the date and time of such correspondence, ~~on a durable medium~~**can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with air carriers and intermediaries**. All means of communication shall enable the passenger to contact ~~them~~**air carriers and intermediaries** quickly and to communicate effectively. Copy-Delete: row 54	***deleted***
50an				
Article 1, first paragraph, point (2e)(c), amending provision, first paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate		VS.AGR Coreper mandate	
Y	50ao		‘ ***When offering a ticket, intermediaries shall inform passengers about the cost of the air ticket and all other costs such as the intermediation, administrative, service or cancellation fees. Optional price supplements shall be clearly visible next to ticket price and at every step of the booking process.*** ’	**5. When offering tickets, intermediaries shall inform passengers of the intermediation fees applied and of the amount of those fees that may be reimbursed under Articles 8 and 8a.**		***deleted***	Y
Article 1, first paragraph, point (2e)(c), amending provision, third paragraph							
Y	50ap			**6. Paragraphs 4 and 5 of this Article do not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302.** ’		***deleted***	Y
Article 1, first paragraph, point (3)							
G	51	(3) the following Article 14a is inserted:	(3) the following Article 14a is inserted:	(3) the following Article 14a is inserted:		(3) the following Article 14a is inserted:	G
Article 1, first paragraph, point (3), amending provision, first paragraph							
G	52	‘ Article 14a	‘ Article 14a	‘ Article 14a		‘ Article 14a	G
Article 1, first paragraph, point (3), amending provision, second paragraph							

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	53	Transfer of information	***Obligation on*** transfer of information	Transfer of information **by the intermediary**	Transfer of information by the intermediary
	Article 1, first paragraph, point (3), amending provision, numbered paragraph (1)				
G	54	1. The information for passengers under this Regulation shall be provided also by electronic means, where technically possible. Where information is provided by such means, air carriers and intermediaries shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and to communicate effectively.	1. The information for***, and the correspondence with*** passengers under this Regulation shall be provided ~~*also*~~ by electronic means, where technically possible. Where information is provided by such means, air carriers and intermediaries shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. ***The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with air carriers and intermediaries.*** All means of communication shall enable the passenger to contact ~~*them*~~***air carriers and intermediaries*** quickly***, free of charge*** and to communicate effectively.	*deleted* *Copy-Delete: row 54*	***deleted***
	Article 1, first paragraph, point (3), amending provision, numbered paragraph (1a)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
54a		***1a. When offering a ticket, intermediaries shall inform passengers about the cost of the air ticket and all other costs such as the intermediation, administrative, service or cancellation fees. Optional price supplements shall be clearly visible next to ticket price and at every step of the booking process.***		***deleted***
Article 1, first paragraph, point (3), amending provision, numbered paragraph (2)				
55	2. Where the passenger does not acquire a ticket directly from the air carrier, but through an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its information, provision of care, reimbursement, re-routing and compensation obligations under this Regulation and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter	2. Where the passenger does not acquire a ticket directly from the air carrier, but through an intermediary, this intermediary shall provide ~~the~~***all*** contact details ~~of~~***received from*** the passenger**,** and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its ***contract of carriage with the passenger, its*** information~~, provision of care, reimbursement, re-routing and compensation obligations~~ ***obligation*** under ~~this Regulation~~***Article 14*** and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the	2. Where the passenger does not acquire a ticket directly from ~~the~~**an** air carrier, but through an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its information, provision of care, reimbursement, re-routing and compensation obligations ~~under this Regulation~~**,** and to ~~fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter~~	2. Where the passenger does not acquire a ticket directly from the air carrier, but through an intermediary, this intermediary shall provide all contact details received from the passenger, and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its contract of carriage with the passenger, its obligations under this Regulation and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	III of Regulation (EC) No 2111/2005.	operating carrier in accordance with its obligations under Chapter III of Regulation (EC) No 2111/2005. ***The contact details may not be used for commercial purposes unless the passenger has actively and explicitly requested the contrary.***	~~III of Regulation (EC) No 2111/2005~~**the extent necessary to handle complaints**.	III of Regulation (EC) No 2111/2005.
Article 1, first paragraph, point (3), amending provision, numbered paragraph (2a), first subparagraph				
G	55a		**3. For the purposes of fulfilling their obligations in respect of the passenger's right to information, the air carrier and the intermediary may keep such data for no longer than 72 hours after the completion of the contract of carriage.**	3. For the purposes of fulfilling their obligations in respect of the passenger's right to information, the air carrier and the intermediary shall keep such data for no longer than ***96***~~72~~ hours after the completion of the contract of carriage. G
Article 1, first paragraph, point (3), amending provision, numbered paragraph (3)				
G	56	3. The carrier shall delete the contact details within 72 hours after the completion of the contract of carriage unless further retention of the contact details is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation.	3. The ***air*** carrier ***and the intermediary*** shall ~~*delete the*~~***keep the passenger's*** contact details ~~*within*~~***no longer than*** 72 hours after the completion of the contract of carriage unless ***in the case of a flight disruption where*** further retention of the contact details is justified to fulfil obligations in respect of the passenger's right ~~*to*~~***such as provision of care,*** re-routing,	**For the purposes of fulfilling their obligations in respect of provision of care, re-routing, reimbursement, compensation, and complaint handling, the air**~~The~~ carrier ~~shall delete the contact details within~~**and the intermediary may keep passenger's personal data for more than** 72 hours after the completion of the contract of carriage ~~unless further retention~~	3. In the case of a flight disruption where further retention of the contact details is justified to fulfil obligations in respect of the passenger's right such as provision of care, re-routing, reimbursement, or compensation, the air carrier and the intermediary may keep passenger's personal data for more than ***96***~~72~~ hours after the completion of the contract of G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		reimbursement, or compensation ***and complaint handling. The air carrier and the intermediary shall process the passenger's contact details solely for the purpose of fulfilling their respective obligations.***	~~of the contact details is justified~~**to the extent strictly necessary** to fulfil **those** obligations ~~in respect of the passenger's right to re-routing, reimbursement or compensation~~**within the procedures laid down in the respective Member States' or Union law**.	carriage to the extent strictly necessary to fulfil those obligations. Deadline for data retention aligned with Airpax timeframe in Article 7(2a)
Article 1, first paragraph, point (3), amending provision, numbered paragraph (4)				
G	57	4. Where an intermediary acquires a ticket on behalf of a passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger.	4. Where an intermediary acquires a ticket on behalf of a passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger.	4. Where an intermediary acquires a ticket on behalf of a passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. ~~If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger.~~	4. Where an intermediary intends to acquire a ticket from an air carrier on behalf of a passenger, the intermediary shall inform the air carrier before booking that it is proposing to book the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. G
Article 1, first paragraph, point (3), amending provision, numbered paragraph (4a)				

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	57a		***4a. Intermediaries shall provide accessible, effective remote assistance for all passengers once a flight has been booked and provide help and assistance on electronic tickets and electronic and printed versions of a boarding card. This service shall provide information and may provide alternative proposals in the event of disruption and shall under no circumstances exceed the cost of a local call.*** ***Intermediaries shall provide the passengers with clearly legible and transparent information about the passenger's rights and shall clearly inform passengers of the information to be provided about the process of requesting compensation or reimbursement under, respectively, Article 7 and Articles 8, 8a, 9 and 10 of this Regulation.*** ***The contact details of the national enforcement body or other body designated under Article 16 shall also be given to the passenger in written form.***		***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (3), amending provision, numbered paragraph (5)					
G	58	5. The air carrier shall provide the possibility for the intermediary to transmit and to request the information under paragraphs 2 and 4 as part of the booking process.; ,	5. The air carrier shall provide the possibility for the intermediary to transmit and to request the information under paragraphs 2 and 4 as part of the booking process.; ,	*deleted*	***deleted***
Article 1, first paragraph, point (3), amending provision, numbered paragraph (5a)					
G	58a			**5a. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302.** ,	5a. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302. ,
Article 1, first paragraph, point (4)					
G	59	(4) the following Article 15a is inserted:	(4) the following Article 15a is inserted:	*deleted*	***deleted***
Article 1, first paragraph, point (4), amending provision, first paragraph					
G	60	‘ Article 15a	‘ Article 15a	*deleted*	***deleted***
Article 1, first paragraph, point (4), amending provision, second paragraph					
Y	61	Service quality standards	Service quality standards	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (4), amending provision, numbered paragraph (1)				
62	1. Air carriers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex II.	1. Air carriers shall establish service quality standards and implement a quality management system to maintain ***and improve*** service quality. The service quality standards shall at least cover the items listed in Annex II.	*deleted*	***deleted***
Article 1, first paragraph, point (4), amending provision, numbered paragraph (2)				
63	2. Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.	2. Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.	*deleted*	***deleted***
Article 1, first paragraph, point (4), amending provision, numbered paragraph (2a)				
63a		***2a. Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.***		***deleted***

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	CLEAN	Commission Proposal	VS.EC	EP Mandate	VS.EC	Council Mandate	VS.AGR	Coreper mandate	
Article 1, first paragraph, point (4), amending provision, numbered paragraph (3)									
Y	64	3. Airport managing bodies located in a Member State shall establish service quality standards based on the relevant items listed in Annex II. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.; ,		3. Airport managing bodies located in a Member State shall establish service quality standards based on the relevant items listed in Annex II ***and which are under their direct responsibility***. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.~~;~~		*deleted*		***deleted***	Y
Article 1, first paragraph, point (4), amending provision, numbered paragraph (3a)									
Y	64a			***3a. Intermediaries which are not SMEs, located in a Member State shall establish service quality standards based at least on the relevant items listed in Annex II. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to national public authorities on request.;*** ,				***deleted***	Y
Article 1, first paragraph, point (4a)									
G	64b			***(4a) the following article is inserted:***				***deleted***	G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (4a), amending provision, Article				
64c		‘ ***Article 15aa***		‘ ***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, point (1)				
64d		***Complaint-handling by air carries and intermediaries***	Mandate of Council in AirPax for info	***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, point (1Article d)				
64e		***1. Each air carrier and intermediary shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. At the time of booking, they shall provide information to passengers on the complaint handling processes and the relevant time limits under this Article. Information on complaint handling shall also be accessible on the air carriers' and intermediaries' websites and applications and shall be communicated in the email that notifies any event that could give***		~~*Each air carrier and intermediary shall set up a complaint handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. [Details of the complaint-handling procedure shall be accessible to the public, including in an accessible format for persons with disabilities and persons with reduced mobility.]*~~***deleted*** Article removed in EPR because already agreed in AirPax

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		rise to the rights enshrined in this Regulation. ,		
Article 1, first paragraph, point (4a), amending provision, first paragraph				
64f		***2. Passengers may submit a complaint to any air carriers or intermediaries regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year from the date on which the flight was performed or was scheduled to be performed.***		~~*Passengers may submit a complaint to any air carriers or intermediaries regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted [within six months/one year] from the date on which the flight was performed or was scheduled to be performed.*~~ ***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, fifth paragraph				
64g		***3. Within 7 working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within two months of receiving the complaint, the addressee shall provide a reasoned answer to the passenger. Where the addressee does not provide that full answer***		~~*Within [7 working days] of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within [one month] of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that they will receive a*~~

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		within that two-month period, it shall be deemed to have accepted the passenger's claims.		~~*final reply within a period of [less than two months] from the date of receipt of the complaint.*~~ ***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, sixth paragraph				
G 64h		***4. With the reasoned answer, the addressee shall also communicate to the passenger concerned the relevant contact details of the National enforcement body or other body as defined in Article 16 paragraph 1, including its postal address, phone number, email address and website address.***		~~*The final reply shall also contain the relevant contact details of the body or bodies responsible for the handling of complaints under Article 16b. This obligation may be fulfilled by referring the passenger to the list of complaint-handling bodies made available by the Commission.*~~***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, seventh paragraph				
G 64i		***5. On receipt of the reasoned answer from the air carrier or the intermediary, the passenger concerned may complaint to any national enforcement body and/or to any national out-of-court dispute resolution body designated under Art 16 within a time limit, which shall be set in advance at not less***		***deleted*** Article removed in EPR because already agreed in AirPax

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		than one year from the date on which the passenger submitted the complaint to the air carrier or the intermediary concerned.		
Article 1, first paragraph, point (4a), amending provision, eighth paragraph				
G 64j		***6. Where the air carrier invokes extraordinary circumstances, it shall inform the passenger in its answer of the specific circumstances responsible for the cancellation or delay. The air carrier shall also show that it took all reasonable measures to avoid the cancellation or delay.***		***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, ninth paragraph				
G 64k		***7. The burden of proof regarding the provision of the requisite information to passengers shall be on the air carrier and the intermediary.***		~~*7. The burden of proof regarding the provision of the requisite information to passengers shall be on the air carrier and the intermediary.*~~ ***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4a), amending provision, tenth paragraph				
G 64l		***8. Details of the complaint-handling procedure shall be accessible to the public,***		***deleted*** ’

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the language of the booking reservation and in the language internationally accepted in this field.		Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (4b), first subparagraph				
G 64m		***(4b) Article 16 is replaced by the following:***		(4b) Article 16 is replaced by the following:
Article 1, first paragraph, point (4b), first subparagraph, amending provision, first paragraph				
G 64n		‘ ***Article 16***		‘ Article 16
Article 1, first paragraph, point (4b), first subparagraph, amending provision, second paragraph				
G 64o		***Designation of national enforcement bodies***		Designation of national enforcement bodies
Article 1, first paragraph, point (4b), first subparagraph, amending provision, third paragraph				
Y 64p		***1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards flights from airports situated on its territory and flights from a third country to such airports. Each body shall take the measures necessary to ensure that the rights of passengers are respected.***		1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation ***[***as regards flights from airports situated on its territory and flights from a third country to such airports***]***. Text in brackets added / provisionally agreed in ITM 9

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (4b), first subparagraph, amending provision, fourth paragraph				
64q		***2. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any air carrier, airport managing body and intermediary.***		2. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any air carrier, airport managing body and intermediary or other commercial interests.
Article 1, first paragraph, point (4b), first subparagraph, amending provision, fifth paragraph				
64r		***3. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities. The Commission and the bodies designated shall publish that information on their websites.'*** ,		3. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities, including any changes thereof. The Commission and the body or bodies designated shall publish that information on their websites.' ,
Article 1, first paragraph, point (4c)				
64s		***(4c) The following article is inserted :***		(4c) The following article is inserted :
Article 1, first paragraph, point (4c), amending provision, first paragraph				
64t		' ***Article 16a***		' Article 16a
Article 1, first paragraph, point (4c), amending provision, second paragraph				
64u				

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Enforcement tasks		Enforcement tasks
Article 1, first paragraph, point (4c), amending provision, third paragraph				
64v		***1. The National Enforcement Body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, air carriers, airport managing bodies and intermediaries shall provide the national enforcement body with relevant documents and information at their request within one month of its request. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body designated to handle complaints as defined in Article 16 paragraph 1.***		-1. The National Enforcement Bodies shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. 1-a. The monitoring shall be in accordance with Union law, national standards and applicable rules. It may be based on a factual assessment that takes into account complaints made by passengers under Article 16b, where available, as well as findings of the previous monitoring activities carried out by the national enforcement bodies, information received in accordance with paragraph 1a of this Article and Article 16c, as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. Monitoring activities may include audits, inspections, interviews, and the examination of documents.

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				1a. The national enforcement bodies may request air carriers, intermediaries and airport management bodies to provide documents and information that are relevant for the purposes of carrying out their functions referred to in paragraph 1. Such documents and information shall be provided within one month from the receipt of the request, unless a different deadline is specified by the National Enforcement Body. 1b. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body, where relevant, designated to handle complaints in accordance with Article 16b paragraph 1. Line agreed at 2nd trilogue, but following removal of Article on SQS, minor amendments introduced after ITM 9 - to be confirmed at the 3rd trilogue
Article 1, first paragraph, point (4c), amending provision, fourth paragraph				

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 64w		***2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.***		2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States. G
Article 1, first paragraph, point (4c), amending provision, fifth paragraph				
G 64x		***3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively infringements. National Enforcement Bodies shall be able to take enforcement actions based on individual complaints as defined in Article 16b.***		Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to take enforcement actions. G
Article 1, first paragraph, point (4c), amending provision, sixth paragraph				
G 64y		***4. In the event that the air carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall substantiate its claim by providing adequate evidence on those circumstances and related technical issues to the NEB within 48 hours. Furthermore, the carrier shall demonstrate that all reasonable measures were***		4. In the event that the air carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall substantiate its claim by providing, upon request from the national enforcement body, all necessary evidence in line with the requirements laid down in Article 6c(1a). G

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		taken to prevent the cancellation or delay of the flight in question.		
Article 1, first paragraph, point (4c), amending provision, seventh paragraph				
G 64z		***5. The National Enforcement Body shall disseminate such information to the bodies designated for alternative dispute resolution pursuant to this Regulation, where available.***		***deleted*** G
Article 1, first paragraph, point (4c), amending provision, eighth paragraph				
G 64aa		***6. Every two years, the national enforcement bodies shall publish reports with statistics on their activity, including on penalties applied, by 30 June of the following calendar year. Those reports shall be made available on the website of the European Union Aviation Safety Agency.***		~~*6.*~~ ***6.*** By 30 June … [~~*X*~~***four*** years from the date of entry into force of ~~*this*~~***the AirPax*** amending Regulation] and every five years thereafter, the national enforcement bodies shall publish reports on their activities, including, where relevant, on penalties applied. Those reports shall be made available on the website of the European Union Aviation Safety Agency. Aligned with Airpax regulation to ensure that NEBs reports are taken into account by COM in their reporting G
Article 1, first paragraph, point (4c), amending provision, ninth paragraph				

PUBLIC

		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	64ab		***7. On the basis of data which air carriers, airport managing bodies, intermediaries are required to provide on service quality standards as defined in Article 15a, the National enforcement body shall publish statistics concerning the number and nature of complaints, the number of cancellations, denied boardings and delays and their duration and data on lost, delayed or damaged baggage.***		***deleted***
	Article 1, first paragraph, point (4c), amending provision, tenth paragraph				
G	64ac		***8. Air carriers and intermediaries shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.'*** ,		8. Air carriers and intermediaries shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.' ,
	Article 1, first paragraph, point (4d)				
G	64ad		***(4d) the following article is inserted :***		(4d) the following article is inserted :
	Article 1, first paragraph, point (4d), amending provision, first paragraph				
Y	64ae		‘ ***'Article 16b***		‘ ***'Article 16b Passengers' complaints to designated bodies***

PUBLIC

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Complaint handling by national enforcement bodies and other bodies		
Article 1, first paragraph, point (4d), amending provision, second paragraph				
Y 64af		***1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council , after having complained unsuccessfully to the air carrier or intermediary pursuant to Article 13a, the passenger may complain to the national enforcement body or any other body designated under paragraph 2 of this Article no later than one year from receiving information on the rejection of the original complaint by the air carrier or the intermediary.***		***1. Without prejudice to the rights of consumers to seek alternative dispute resolution pursuant to Directive 2013/11/EU, Member States shall designate a body for passenger complaints pursuant to this Regulation.*** ***2. If the body designated under paragraph 1 is different than the national enforcement body designated in Article 16a, Member States shall inform the Commission of the body designated in accordance with the first paragraph. The Commission and the designated body shall publish that information on their websites.*** Y
Article 1, first paragraph, point (4d), amending provision, third paragraph				
Y 64ag		***2. Any passenger may complain about an alleged infringement of this Regulation at any airport situated on the territory of a Member State or concerning any flight from any***		***3. The passenger may submit a complaint, in accordance with national law, to the body designated under paragraph 1, about an alleged infringement of this Regulation.*** Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		airport situated on the territory of a Member State or of a third country to such airports, either to the national enforcement body, or to any other body designated by a Member State for that purpose.		***After having complained unsuccessfully to the air carrier or intermediary pursuant to Article 15a, the passenger may complain to the body designated in accordance with paragraph 1 no later than [three] months from the date of being informed of the rejection of the original complaint by the air carrier or the intermediary. Where no reply is received from the air carrier or intermediary within two months from the date of making the original complaint to the air carrier or intermediary, the passenger shall also have the right to complain to this body.*** According to Airpax' Article 15a, carrier has 2 months to reply to passenger's complaint. - deadline aligned accordingly.
Article 1, first paragraph, point (4d), amending provision, fourth paragraph				
R	64ah	***3. The national enforcement body or any other body designated under paragraph 2 shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three***		***4. The body designated under paragraph 1 shall acknowledge receipt of the complaint within two weeks of receiving it. Where this body has the power to issue enforceable decisions in individual cases, it shall provide the passenger with a***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		months from the date of the establishment of the complaint file. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with reduced mobility in accessible format.		***substantiated reply to their complaint within a reasonable period of time.*** ***Where this body does not have such a power, it shall*** ~~***[issue an opinion or recommendation on the complaint and]***~~ ***inform the passenger about available means to seek redress, including their right to complain to alternative dispute resolution bodies, and inform them of the applicable deadlines.*** ***5. The obligation under paragraph 4 of informing the passenger about their right to seek redress with alternative dispute resolution body may be fulfilled by referring the passenger to the interactive tool hosting a list of notified ADR entities, maintained by the Commission pursuant to Article 20 of Directive 2013/11/EU of the European Parliament and of the Council, or, where appropriate, to the designated ADR contact points notified to the Commission under Article 24 of that Directive.***
Article 1, first paragraph, point (4d), amending provision, fifth paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	64ai		***4. Where a complaint relates to alleged infringements by airport managing body, the complaint shall be handled by the national enforcement body or any other body designated under paragraph 2 of the Member State on whose territory the incident occurred.***	***deleted***
Article 1, first paragraph, point (4d), amending provision, sixth paragraph				
	64aj		***5. National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual passenger complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004.***	***deleted***
Article 1, first paragraph, point (4d), amending provision, seventh paragraph				
	64ak		***6. Decisions of National Enforcement Bodies or of any***	***deleted*** ,

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		other body designated under paragraph 2 shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system.' ,		
Article 1, first paragraph, point (4e)				
64al		***(4e) the following article is inserted:***		(4e) the following article is inserted:
Article 1, first paragraph, point (4e), amending provision, first paragraph				
64am		‘ ***'Article 16c Exchange of information and cross-border cooperation between national enforcement bodies***		‘ 'Article 16c Exchange of information and cross-border cooperation between national enforcement bodies
Article 1, first paragraph, point (4e), amending provision, point (1)				
64an		***1. Where different bodies are designated under Articles 16 and 16b, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the***		1. Where a Member State designates different bodies under Articles 16 and 16b, those bodies shall ensure the exchange of relevant information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the

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		complaint-handling body designated under Article 16b can collect the information necessary to examine individual complaints.		complaint-handling body designated under Article 16b can collect the information necessary to examine individual complaints.
Article 1, first paragraph, point (4e), amending provision, point (2)				
G 64ao		***2. National enforcement bodies shall exchange information on their work and decision-making principles and practices for the purpose of coordination. The Commission shall support them in that task.'*** ,		2. National enforcement bodies of different Member States shall exchange information on their work and decision-making principles and practices for the purpose of cross-border coordination. The Commission shall support them in that task. ' ,
Article 1, first paragraph, point (4f)				
G 64ap				(4f) the following Article 16ca is inserted:
Article 1, first paragraph, point (4f), amending provision, Article				
G 64aq				Article 16ca ' Information about suspected practices of non-compliance
Article 1, first paragraph, point (4f), amending provision, Article, first paragraph				
G 64ar				The Commission may alert the national enforcement bodies about specific suspected practices of non-compliance with the

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					obligations laid down in this Regulation by one or several air carriers, intermediaries and airport managing bodies. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request. The first sub-paragraph shall be without prejudice to the operational independence of the national enforcement bodies. ,
Article 1, first paragraph, point (5)					
G	65	(5) the following Article 16aa is inserted:	(5) the following Article 16aa is inserted:	(5) the following ~~Article 16aa is~~**Articles are** inserted:	(5) the following Articles are inserted:
Article 1, first paragraph, point (5), amending provision, first paragraph					
G	66	‘ Article 16aa	‘ Article 16aa	‘ Article 16aa	‘ Article 16aa Common form and complaint handling
Article 1, first paragraph, point (5), amending provision, second paragraph					
Y	67	Common form for reimbursement and compensation requests	Common form for reimbursement and compensation requests	~~Common form for~~**Submission of** reimbursement and compensation requests	Common form for reimbursement and compensation requests

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					Alignment with AirPax Common form and complaint handling Provisions in the article adapted to the outcome of Airpax conciliation
Article 1, first paragraph, point (5), amending provision, numbered paragraph (-1)					
G	67a			**-1. Air carriers and intermediaries shall clearly inform passengers of the process of requesting compensation or reimbursement under, respectively, Article 7 and Articles 8, 8a, 9 and 10 of this Regulation.**	***deleted***
Article 1, first paragraph, point (5), amending provision, numbered paragraph (-1a)					
G	67b	2. Passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so.		~~2.~~ **-1a.** Passengers shall have the right to submit their requests **for compensation or reimbursement** using the common form referred to in paragraph 1~~. Operating~~**, the form provided by the air carrier in accordance with paragraph 3 or by other means.** Air carriers and intermediaries shall not reject a request ~~solely~~ on the grounds that the passenger has not used ~~that form.~~ **the common form**	***deleted***

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	Moved reference text		**referred to in paragraph 1 or the form provided by the carrier or intermediary in accordance with paragraph 3, or has sent the form by other means than electronic means referred to in paragraph 3.** **Passengers shall have the right to submit their request in at least the language of the booking.** If a request is not sufficiently precise, the **air** carrier **or the intermediary** shall ask the passenger to clarify **and complete** the request ~~and shall assist the passenger in doing so~~. Copy-Delete: row 69	
Article 1, first paragraph, point (5), amending provision, numbered paragraph (1)				
G 68	1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement requests under Articles 7 and 8. That common form shall be established in a format which is accessible to persons with disabilities and persons with	1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement requests ***(the 'common form')*** under Articles 7 and 8. That common form shall be established in ~~*a format which is*~~***an*** accessible ~~*to persons with disabilities and*~~	1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement requests under**, respectively, Article 7 and** Articles ~~7 and 8~~**8, 8a, 9 and 10**. That common form shall be established in a format which is accessible to persons	1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement requests (the 'common form') under, respectively, Article 7 and Articles 8, 8a, 9 and 10. That common form shall be established in an accessible format. The G

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782 of the European Parliament and the Council[1]. 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).	~~*persons with reduced mobility;*~~***format and available in all official Union languages***. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782 of the European Parliament and the Council[1] . 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).	with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article ~~38 (2) of Regulation (EU) 2021/782~~**16bd(2). The Commission shall make the common form available in all official languages** of the ~~European Parliament and the Council~~[1]**Union on its website**. ~~1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).~~	Commission shall make the common form available in all Union languages on its website. The implementing act shall be adopted in accordance with the examination procedure referred to in Article 16ac (3). Reference to Article 8a in this text means Article 8a in EPR proposal [reimbursement through intermediary], not Article 8a within the meaning of Article on vouchers in Airpax
Article 1, first paragraph, point (5), amending provision, numbered paragraph (1a)				
G 68a		***1a. Air carriers shall send to passengers the pre-filled common form within 48 hours following travel disruption for the purpose of reimbursement and compensation in accordance with Article 5a(2).***		***deleted*** G
Article 1, first paragraph, point (5), amending provision, numbered paragraph (1b)				
G 68b		***1b. This requirement set out in paragraph 1a shall not apply to air carriers and intermediaries where other automated electronic***		***deleted*** G

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		means of communication allowing passengers to request reimbursement or compensation exist, provided that such means offer the choice and information set out in the common form and are also available in the language of the booking and in the language internationally accepted in this field.		
Article 1, first paragraph, point (5), amending provision, numbered paragraph (2)				
69	2. Passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so.	2. Passengers shall have the right to submit their requests ***for reimbursement and compensation*** using the common form referred to in paragraph 1 ***or by other means***. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used ~~*that form*~~***the common form. Passengers shall have the right to submit their request in at least the language of the booking***. If a request is not sufficiently precise, the ***air*** carrier shall ask the passenger to clarify ***or complete*** the request and shall ***duly motivate the request for additional information and*** assist the passenger in doing so.	2. Passengers shall have the right to submit their requests **for compensation or reimbursement** using the common form referred to in paragraph 1~~. Operating~~**, the form provided by the air carrier in accordance with paragraph 3 or by other means.** Air carriers and intermediaries shall not reject a request ~~solely~~ on the grounds that the passenger has not used ~~that form.~~ **the common form referred to in paragraph 1 or the form provided by the carrier or intermediary in accordance with paragraph 3, or has sent the form by other means than electronic means referred to in paragraph 3.**	2. Without prejudice to provisions of Article 8(1)(a), passengers shall have the right to submit their requests using the form provided by the air carrier, the common form referred to in paragraph 1 or by other means. Operating air carriers and intermediaries shall not reject a request on the grounds that the passenger has not used the form provided by the air carrier or the common form, or has sent the form by other means than electronic means. Passengers shall have the right to submit their request in at least the language of the booking. If a request is not sufficiently precise, the air carrier or

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			Passengers shall have the right to submit their request in at least the language of the booking. If a request is not sufficiently precise, the **air** carrier **or the intermediary** shall ask the passenger to clarify **and complete** the request ~~and shall assist the passenger in doing so~~. Copy-Delete: row 69 In Council GA, the line was moved to line 67b. To improve readability of compromise text, GA position is copied here.	intermediary shall ask the passenger to clarify or complete the request. ~~*[If requested additional information is outside the scope of standard information covered by the common form, the air carrier or intermediary shall duly motivate its request.]*~~
Article 1, first paragraph, point (5), amending provision, numbered paragraph (3)				
R	70	3. Air carriers and intermediaries shall provide details on their website such as an e-mail address, to which requests under paragraph 1 may be sent by electronic means. This requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation exist, such as a form on a website	3. ***Without prejudice to paragraph 1a,*** air carriers and intermediaries shall provide ~~*details*~~***clear information*** on their ~~*website such as an e-mail address, to which requests under paragraph 1 may be sent by electronic means. This requirement shall not apply where other*~~***websites regarding the different*** electronic means ~~*of communication allowing*~~***that*** **Air carriers and intermediaries shall, where possible and without undue delay, establish, and transmit to passengers, a form for compensation and reimbursement requests under, respectively, Article 7 and Articles 8, 8a, 9 and 10, or provide a link allowing a direct access to that form or to the**	***deleted*** R

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	or mobile applications, provided that such means offer the choice and information set out in the common form and are also available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.	***allow*** passengers to request reimbursement or compensation ~~*exist*~~, such as ~~*a form on a website*~~***an e-mail address, electronic forms*** or mobile applications~~*, provided that such means offer the choice and information set out in the common form and are also available in an official language*~~***. Regardless*** of the ~~*Union and in the language internationally accepted in this field. When using such*~~***electronic*** means ***used***, passengers shall ~~*not be prevented from providing information in any of the languages of the Union*~~***be provided with electronic confirmation as proof that such a request has been submitted***.	**common form referred to in paragraph 1 of this Article.** Air carriers and intermediaries shall provide details on their website~~—~~ such as an e-mail address, to which **compensation or reimbursement** requests ~~under paragraph 1~~ may be sent by electronic means. ~~This~~**That** requirement shall not apply where other electronic means of communication allowing passengers to request **compensation or** reimbursement ~~or compensation~~ exist, such as ~~a form~~**the form referred to in the first subparagraph of this paragraph, available** on a website or mobile applications, provided that such means offer**, in an accessible format,** the choice and information set out in the common form **referred to in paragraph 1** and are ~~also~~ available in ~~an official~~**at least the** language of the ~~Union and in the language internationally accepted in this field~~**booking**. ~~When using such means, passengers shall not be prevented from providing~~	

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				~~information in any of the languages of the Union.~~	
Article 1, first paragraph, point (5), amending provision, numbered paragraph (4)					
G	71	4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Articles 16(1) and 16a(3) shall ensure that passengers have access to the common form. ,	4. The Commission shall make the common form available in all ***official*** Union languages on its website. The body or bodies designated by Member States in accordance with Articles 16(1) and 16a(3) shall ensure that passengers have access to the common form. ,	*deleted*	***deleted***
Article 1, first paragraph, point (5), amending provision, Article					
G	71a			**Article 16ab** **Legal representatives of third country intermediaries**	Article 16ab Legal representatives of third country intermediaries
Article 1, first paragraph, point (5), amending provision, Article(1)					
G	71b			**1. Intermediaries which do not have an establishment in the Union, but which offer services in the Union shall designate, in writing, a legal or natural person to act as their legal representative in one of the Member States where they offer their services. For intermediaries covered by Regulation (EU) 2022/2065 of**	1. Intermediaries which do not have an establishment in the Union, but which offer services in the Union shall designate, in writing, a legal or natural person to act as their legal representative in one of the Member States where they offer their services. For intermediaries covered by Regulation (EU) 2022/2065 of the European Parliament and of the

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			the European Parliament and of the Council*, the legal representative designated pursuant to that Regulation may also act a legal representative pursuant to this Regulation. ***. Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act) (OJ L 277, 27.10.2022, p. 1, ELI: http://data.europa.eu/eli/reg/2022/2065/oj).**	Council*, the legal representative designated pursuant to that Regulation may also act a legal representative pursuant to this Regulation. *. Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act) (OJ L 277, 27.10.2022, p. 1, ELI: http://data.europa.eu/eli/reg/2022/2065/oj).
Article 1, first paragraph, point (5), amending provision, Article(2)				
G	71c		**2. These intermediaries shall mandate their legal representatives for the purpose of being addressed in addition to or instead of such intermediaries, by the bodies designated under Article 16(1), on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Intermediaries shall provide their legal representative with necessary powers and sufficient resources to guarantee their**	2. These intermediaries shall mandate their legal representatives for the purpose of being addressed in addition to or instead of such intermediaries, by the bodies designated under Article 16(1), on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Intermediaries shall provide their legal representative with necessary powers and sufficient resources to guarantee their efficient and

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			efficient and timely cooperation with those bodies, and to comply with such decisions.	timely cooperation with those bodies, and to comply with such decisions.
Article 1, first paragraph, point (5), amending provision, Article(3)				
G	71d		**3. It shall be possible for the designated legal representative to be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the intermediary.**	3. It shall be possible for the designated legal representative to be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the intermediary.
Article 1, first paragraph, point (5), amending provision, Article(4)				
G	71e		**4. Intermediaries shall notify the name, postal address, email address and telephone number of their legal representative to the bodies designated under Article 16(1) in the Member State where that legal representative resides or is established. The intermediaries shall ensure that that information is publicly available, easily accessible, accurate and kept up to date.**	4. Intermediaries shall notify the name, postal address, email address and telephone number of their legal representative to the bodies designated under Article 16(1) in the Member State where that legal representative resides or is established. The intermediaries shall ensure that that information is publicly available, easily accessible, accurate and kept up to date.
Article 1, first paragraph, point (5), amending provision, Article(5)				
G	71f		**5. The designation of a legal representative within the**	5. The designation of a legal representative within the Union

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				Union pursuant to paragraph 1 shall not constitute an establishment in the Union. ,	pursuant to paragraph 1 shall not constitute an establishment in the Union. ,
Article 1, first paragraph, point (6)					
Y	72	(6) the following Articles 16ba, 16bb and 16bc are inserted:	(6) the following Articles 16ba, 16bb and 16bc are inserted: To be deleted reference to 16bb (deleted) and to be added 16bca (line 88b) and 16bdb (line 88d)	(6) the following Articles ~~16ba,~~ 16bb**, 16bc and 16bd** ~~and 16bc~~ are inserted:	***(6) deleted*** Entire amendment to be deleted, because Articles are either incorporated elsewhere or deleted all together
Article 1, first paragraph, point (6), amending provision, first paragraph					
G	73	‘ Article 16ba	‘ Article 16ba	*deleted*	‘ ***deleted***
Article 1, first paragraph, point (6), amending provision, second paragraph					
G	74	Risk-based approach to the monitoring of compliance with passenger rights	***Tasks of national enforcement bodies related to*** risk-based approach ~~*to the*~~***concerning*** monitoring of compliance with passenger rights	*deleted*	***deleted***
Article 1, first paragraph, point (6), amending provision, numbered paragraph (1)					
G	75	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and intermediaries with the	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and intermediaries with the	*deleted*	***deleted***

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	obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.		
Article 1, first paragraph, point (6), amending provision, numbered paragraph (2)				
G 76	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 16bb (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 16bb (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	*deleted*	***deleted*** G
Article 1, first paragraph, point (6), amending provision, numbered paragraph (3)				
G 77	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the	*deleted*	***deleted*** G

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	Regulation becomes applicable], and every two years thereafter.	Regulation becomes applicable], and every two years thereafter.		
Article 1, first paragraph, point (6), amending provision, numbered paragraph (4)				
G	78	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	4. Compliance monitoring activities shall be based on the assessment of risks ~~and~~***that could be*** carried out by means of audits, inspections, interviews, verifications and examination of documents ***and discussions*** as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	*deleted*	***deleted*** G
Article 1, first paragraph, point (6), amending provision, numbered paragraph (5)				
G	79	5. National enforcement bodies shall ensure the swift rectification of non-compliance by air carriers, airport managing bodies and intermediaries as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate.	5. National enforcement bodies shall ensure the swift rectification of non-compliance by air carriers, airport managing bodies and intermediaries as identified during their monitoring activities. They shall require carriers***, airport managing bodies and intermediaries*** to submit an action plan to remedy non-compliance, as appropriate.	*deleted*	***deleted*** G
Article 1, first paragraph, point (6), first subparagraph, amending provision, numbered paragraph (5a)				
G	79a		***5a. If action plans are deemed insufficient, or if non-***		***deleted*** G

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			compliance necessitates an immediate action, National Enforcement Bodies may take enforcement actions as defined in Article 16a.		
Article 1, first paragraph, point (6), amending provision, numbered paragraph (6)					
G	80	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter.	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter.	*deleted*	***deleted***
Article 1, first paragraph, point (6), amending provision, ninth paragraph					
G	81	Article 16bb	*deleted*	‘ Article 16bb	***deleted***
Article 1, first paragraph, point (6), amending provision, tenth paragraph					
G	82	Sharing of information with national enforcement bodies	*deleted*	Sharing of information with national enforcement bodies	***deleted***
Article 1, first paragraph, point (6), amending provision, numbered paragraph (1)					
G	83	1. Carriers shall provide the national enforcement bodies with relevant documents and information at their request without undue delay and, in any	*deleted*	~~1.~~ ~~Carriers shall provide~~ The national enforcement bodies ~~with relevant~~**may request air carriers, intermediaries and airport managing bodies to**	***deleted***

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		event, within one month from the receipt of the request.		**provide** documents and information ~~at~~**that are relevant for the purposes of carrying out** their ~~request without undue delay and, in any event,~~**function. Such documents and information shall be provided** within one month from the receipt of the request**, unless specified otherwise**.	
Article 1, first paragraph, point (6), amending provision, numbered paragraph (2)					
G	84	2. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request.	*deleted*	*deleted*	***deleted***
Article 1, first paragraph, point (6), amending provision, numbered paragraph (3)					
G	85	3. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the body designated to handle complaints, if this is a different body.	*deleted*	*deleted*	***deleted***
Article 1, first paragraph, point (6), amending provision, fourteenth paragraph					
Y	86	Article 16bc	Article 16bc	Article 16bc	~~*Article 16bc*~~***deleted*** Provisions of this Article to be incorporated in Article 16b (line 64ah) and deleted here

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Article 1, first paragraph, point (6), amending provision, fifteenth paragraph				
87	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	***deleted***
Article 1, first paragraph, point (6), amending provision, sixteenth paragraph				
88	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.; '	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.;	**Where necessary,** the national enforcement body to which the passenger complains **in accordance with Article 16(2)**, or any other body designated by a Member State for that purpose **pursuant to that provision**, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.~~;~~	***deleted***
Article 1, first paragraph, point (6), amending provision, sixteenth paragraph a				
88a			**This obligation may be fulfilled by referring the passenger to the interactive tool [list of notified ADR entities] maintained by the Commission pursuant to Article [20] of the Directive 2013/11/EU of the European Parliament and of the Council**, or, where appropriate, to the designated ADR contact points notified to the Commission under Article [24] of that Directive.**	***deleted***

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				**. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj) .	
Article 1, first paragraph, point (6), first subparagraph, amending provision, fifteenth paragraph a					
Y	88b		***The participation of air carriers and intermediaries under the scope of this Regulation in alternative dispute resolution procedures shall be mandatory and their decisions binding, without prejudice to the right of parties to access the judicial system, [in accordance with the Directive (EU) 2024/… on alternative dispute resolution for consumer disputes]***		***deleted***
Article 1, first paragraph, point (6), first subparagraph, amending provision, sixteenth paragraph a					
G	88c		***Article 16bca Inspections of national enforcement bodies***		***deleted***
Article 1, first paragraph, point (6), first subparagraph, amending provision, twentieth subparagraph					
G	88d		***1. The Commission may conduct inspections of***		***deleted***

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		national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.		
Article 1, first paragraph, point (6), amending provision, amending provision				
88e		***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.***		***deleted***
Article 1, first paragraph, point (6), amending provision, amending provision				
88f		***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which shall, in its answer, set out the measures taken to remedy the non-compliances identified and address the recommendations.***		***deleted***
Article 1, first paragraph, point (6), amending provision, amending provision				
88g		***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate.***		***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 1, first paragraph, point (6), first subparagraph, amending provision, point (1)					
Y	88h		***Article 16bc b*** ***Oversight of intermediaries established in third countries.***		***deleted*** PCY maintains a neutral position on the issue and sees it as comething to be agreed between EP and COM
Article 1, first paragraph, point (6), first subparagraph, amending provision, point (2)					
Y	88i		***1. The Commission shall perform the oversight of intermediaries established in third countries in order to verify their compliance with this regulation.*** ,		***deleted***
Article 1, first paragraph, point (6), amending provision, Article					
G	88j			***Article 16bd*** **Committee procedure**	***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (6), amending provision, Article(1)					
G	88k			**1. The Commission shall be assisted by the committee referred to in Article [26(1) of Regulation on passenger rights in the context of multimodal journeys]. That committee shall be a committee within the meaning of Regulation (EU) No**	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			182/2011 of the European Parliament and of the Council*.** _____ *****. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj).**	
Article 1, first paragraph, point (6), amending provision, Article(2), first subparagraph				
G 88l			**2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.**	***deleted*** G
Article 1, first paragraph, point (6), amending provision, Article(2), second subparagraph				
G 88m			**Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply.** ,	***deleted*** , G
Article 1, first paragraph, point (6a)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	88n		***(6a) The following Article 16bcc is inserted***		(6a) The following Article 16bcc is inserted
	Article 1, first paragraph, point (6a), amending provision, point (1)				
G	88o		‘ ***‘Article 16bcc Penalties***		‘ ‘Article 16bcc Penalties
	Article 1, first paragraph, point (6a), amending provision, point (2)				
G	88p		***1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.***		1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.
	Article 1, first paragraph, point (6a), amending provision, point (2)				
Y	88q		***2. In the framework of cooperation referred to in Article 16c the national enforcement body which is competent for the purposes of Article 16 b (4) or (5) shall, at the request of the national enforcement body handling the complaint,***		2. In the framework of cooperation referred to in Article 16c, paragraph 1, the national enforcement body, designated under Article 16, or any other competent national authority acting on its behalf may at the request of the body handling the

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		investigate the infringement of this Regulation identified by that body and, if necessary, impose penalties. ' ,		complaint pursuant to Article 16b, investigate an alleged infringement of this Regulation, and, if necessary, impose penalties. ,
Article 1, first paragraph, point (6b)				
G 88r		***(6b) Article 17 is replaced by the following :*** For AirPax negotiations		***deleted*** Article removed in EPR because already agreed in AirPax
Article 1, first paragraph, point (6b), amending provision, point (1)				
G 88s		' ***Article 17 Report*** For AirPax negotiations		***deleted***
Article 1, first paragraph, point (6b), amending provision, point (2)				
G 88t		***The Commission shall report to the European Parliament and the Council four years after the entry into force on the operation and the results of this Regulation, in particular with regard to the impact of the compensation for long delays and the limitation of accommodation in extraordinary***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		circumstances of long duration, issues concerning the interpretation of extraordinary circumstances, the statistics published by the National Enforcement Bodies on their activities, including on sanctions and their findings regarding suspected infringing practices by air carriers, the progress made in establishing national bodies responsible for the out-of-court resolution of disputes and the activities of the latter. The Commission shall also report on the enhanced protection of air passengers on flights from third countries operated by non Union carriers, in the context of international air transport agreements. In addition, the Commission shall report on the effectiveness of the measures taken and sanctions imposed by the bodies referred to in Article 16 and the possible need for a harmonised approach; the report shall be accompanied where necessary by legislative proposals.' ,		

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		For AirPax negotiations		
Article 1, first paragraph, point (7)				
89	(7) Annex I to this Regulation is added as Annex II.	(7) Annex I to this Regulation is added as Annex II.	*deleted*	***deleted***
Article 2				
90	Article 2 Amendments to Regulation (EC) No 1107/2006	Article 2 Amendments to Regulation (EC) No 1107/2006	Article 2 Amendments to Regulation (EC) No 1107/2006	Article 2 Amendments to Regulation (EC) No 1107/2006
Article 2, first paragraph				
91	Regulation (EC) No 1107/2006 is amended as follows:	Regulation (EC) No 1107/2006 is amended as follows:	Regulation (EC) No 1107/2006 is amended as follows:	Regulation (EC) No 1107/2006 is amended as follows:
Article 2, first paragraph, point (-1)				
91a		***(-1) in Article 2(1), the following point is added :*** Editorial correction should be considered "points are"	**(-1) in Article 2, the following definition is added:**	(-1) in Article 2, the following definitions are added:
Article 2, first paragraph, point (-1), amending provision, point (a)				
91b			‘ **(m) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable**	‘ (m) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			national rules, where such rules exist. '	
Article 2, first paragraph, point (-1), amending provision, point (1)				
91c		' ***(la) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights."***		***deleted***
Article 2, first paragraph, point (-1), amending provision, point (2)				
G 91d		***(lb) "recognised assistance dog" means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist***		***deleted*** Covered by line 91b G
Article 2, first paragraph, point (-1), amending provision, point (3)				
G 91e		***(lc) 'accessible format' means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as***		~~*(lc)*~~ ***(3)*** 'accessible format' means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with Annex I to Directive (EU) 2019/882; ,		disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the European Parliament and of the Council; , Definition to be aligned with that adopted in Airpax
Article 2, first paragraph, point (1)					
G	92	(1) in Article 4 (2), the following sentence is added:	(1) in Article 4 (2), the following sentence is added:	(1) in Article ~~4 (2)~~**4(2)**, the following ~~sentence is~~**subparagraphs are** added:	(1) in Article 4, paragraph 2 is replaced by the following:
Article 2, first paragraph, point (1), amending provision, first paragraph					
Y	93	‘ Air carriers, their agents or a tour operator shall ensure that such an accompanying person travels free of charge and, where practicable, sits next to the person with disabilities or to the person with reduced mobility.; ,	‘ Air carriers, their agents or a tour operator shall ensure that such an accompanying person travels free of charge and, where practicable, sits next to the person with disabilities or to the person with reduced mobility***, if it is necessary for safety reasons for that person to be accompanied during the flight***.~~:~~ ,	‘ ~~Air carriers, their agents or a tour operator shall ensure that~~ Such an accompanying person ~~travels~~**shall be exempted from paying the air fare and, where feasible, shall be seated** free of charge ~~and, where practicable, sits~~ next to the person with disabilities or to the person with reduced mobility.~~:~~ **The air carrier shall clearly inform the person with disabilities or the person with reduced mobility of the remaining costs and their**	‘ 2. Under the same conditions referred to in paragraph 1, first subparagraph, point (a), an air carrier may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by that person. Where the air carrier introduces such a requirement but does not provide the assistance needed by the disabled person or person with reduced mobility, that person

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				amount to be paid by the accompanying person.	shall be allowed to travel accompanied by another person of their choice, who will travel free of charge and be seated next to that disabled person or person with reduced mobility.
	Article 2, first paragraph, point (1), amending provision, first paragraph a				
G	93a			**The air carrier, its agents or the tour operator shall allow the person with disabilities or the person with reduced mobility to modify the name of the accompanying person required without any charge and up to 48 hours before the scheduled time of departure.** ,	The air carrier, its agents or the tour operator shall allow the person with disabilities or the person with reduced mobility to modify the name of the accompanying person required without any charge and up to 48 hours before the scheduled time of departure. ,
	Article 2, first paragraph, point (1a)				
Y	93b				(1a) Article 9 is amended as follows:
	Article 2, first paragraph, point (1b)				
Y	93c				(a) the following paragraphs are added:
	Article 2, first paragraph, point (1b), amending provision, first paragraph				
Y	93d				‘ 1a. Air carriers that do not qualify as micro, small or medium-sized enterprises within

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				the meaning of Commission Recommendation 2003/361/EC shall establish service quality standards for the carriage of disabled persons and persons with reduced mobility, covering at least the issues specified in Annex II.
Article 2, first paragraph, point (1b), amending provision, second paragraph				
Y	93e			2a. The managing bodies and air carriers shall also set quality standards for a structured dialogue with organisations representing disabled persons and persons with reduced mobility and for the implementation of the disability awareness and assistance training for their staff.
Article 2, first paragraph, point (1b), amending provision, point (a)				
Y	93f			(a) paragraph 3 is replaced by the following:
Article 2, first paragraph, point (1b), amending provision, point (a)(i)				
Y	93g			3. The managing bodies and air carriers shall make their quality standards publicly available, and shall monitor their performance in accordance with those standards. Upon request, they shall provide the national

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
					enforcement body or bodies with information on that performance. '
Article 2, first paragraph, point (2)					
G	94	(2) the following Article 10a is inserted:	(2) the following Article 10a is inserted:	*deleted*	***deleted***
Article 2, first paragraph, point (2), amending provision, first paragraph					
G	95	' Article 10a	' Article 10a	*deleted*	' ***deleted***
Article 2, first paragraph, point (2), amending provision, second paragraph					
G	96	Service quality standards for air carriers	Service quality standards ~~*for air carriers*~~	*deleted*	***deleted***
Article 2, first paragraph, point (2), amending provision, numbered paragraph (1)					
G	97	1. Air carriers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex III.	1. Air carriers shall establish service quality standards and implement a quality management system to maintain ***and improve*** service quality. The service quality standards shall at least cover the items listed in Annex III.	*deleted*	***deleted***
Article 2, first paragraph, point (2), amending provision, numbered paragraph (2)					
G	98	2. Air carriers shall monitor their performance as reflected in	2. Air carriers shall monitor their performance as reflected in	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data. ,	the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.		
Article 2, first paragraph, point (2), amending provision, numbered paragraph (2a)				
G 98a		***2a. Airport managing bodies located in a Member State shall establish service quality standards based at least on the relevant items listed in Annex III. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities;*** ,		***deleted*** G
Article 2, first paragraph, point (2a)				
G 98b		***(2a) Article 12 is replaced by the following:***		***deleted*** G
Article 2, first paragraph, point (2a), amending provision, Article				
G 98c		‘ ***Article 12***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Compensation in respect of mobility equipment, assistive devices and recognised assistance dogs		
Article 2, first paragraph, point (2a), amending provision, Article(1)				
G 98d		***1. Where air carriers or airport managing bodies, including ground operators, cause the loss of, or damage to mobility equipment, including wheelchairs, and assistive devices or the loss of, or injury to, recognized assistance dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for that loss, damage or injury, and provide compensation without undue delay. That compensation shall comprise:*** ***(a) the cost of replacement or repair of the mobility equipment or assistive devices lost or damaged;*** ***(b) the cost of replacement or the treatment of the injury of an assistance dog that was lost or injured; and*** ***(c) reasonable costs of temporary replacement for***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		mobility equipment, assistive devices or recognized assistance dogs where such replacement is not provided by the air carriers or airport managing body in accordance with paragraph 2.		
Article 2, first paragraph, point (2a), amending provision, Article(2)				
G 98e		***2. Where paragraph 1 applies, air carriers and airport managing bodies shall rapidly make all reasonable efforts to provide immediately needed temporary replacements for mobility equipment or assistive devices. The person with disabilities or the person with reduced mobility shall be permitted to keep that temporary replacement equipment or device until the compensation referred to in paragraph 1 has been paid.***		***deleted*** G
Article 2, first paragraph, point (2a), amending provision, Article(3)				
G 98f		***3. Where it cannot be proven or it is not possible to determine whether the air carrier or the ground operator is responsible for the loss or damage of mobility equipment or assistive devices, or for the loss or injury of a recognised***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		assistance dog, the responsibility shall be equally shared between both parties to ensure the passenger receives compensation.' ,		
Article 2, first paragraph, point (2b)				
G 98g		***(2b) Article 14 is replaced by the following:***		(2b) Article 14 is replaced by the following: G
Article 2, first paragraph, point (2b), amending provision, numbered paragraph (1)				
G 98h		‘ ***‘Article 14 Designation of national enforcement bodies***		‘ ‘Article 14 Designation of national enforcement bodies G
Article 2, first paragraph, point (2b), amending provision, numbered paragraph (2)				
G 98i		***1. Each member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards flights from airports situated on its territory and flights from a third country to such airports. Each body shall take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected and shall be independent in its organisation, funding decisions,***		1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards flights from airports situated on its territory and flights from a third country to such airports. G 1a. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any air carrier, agent, tour operator or

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			legal structure and decision-making of from any air carrier, airport managing body and intermediary.		airport managing body, or any other commercial interest.
	Article 2, first paragraph, point (2b), amending provision, numbered paragraph (3)				
G	98j		***2. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities. The Commission and the bodies designated shall publish that information on their websites.'*** ,		2. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities, including any changes thereof. The Commission and the bodies designated shall publish that information on their websites. ,
	Article 2, first paragraph, point (2c)				
G	98k		***(2c) the following article is inserted:***		(2c) the following article is inserted:
	Article 2, first paragraph, point (2c), amending provision, Article				
G	98l		‘ ***Article 14-a Enforcement tasks***		‘ Article 14-a Enforcement tasks
	Article 2, first paragraph, point (2c), amending provision, Article, first paragraph				
Y	98m		***1. The National Enforcement Body shall closely monitor compliance with this Regulation and shall take the***		1. The National Enforcement Body shall closely monitor compliance with this Regulation. It shall take the

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are upheld.		measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are upheld. 1a. The monitoring shall be in accordance with Union law, national standards and applicable rules. It may be based on a factual assessment that takes into account complaints made by passengers under Article 15a, where available, as well as findings of the previous monitoring activities carried out by the national enforcement bodies, information received in accordance with paragraph 2 of this Article and [Article XX], as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. Monitoring activities may include audits, inspections, interviews, and the examination of documents. To ensure harmonised approach across the modes, PCY suggest adding a new Article on exchange of information among NEBs which is already included in all

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				other regulations, but is still missing in R.1107/2006. The bracketed reference to Article XX will then be updated accordingly
Article 2, first paragraph, point (2c), amending provision, Article, second paragraph				
G 98n		***2. For this purpose, air carriers and airport managing bodies shall provide national enforcement body with relevant documents and information at their request within one month of its request. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body designated to handle complaints as defined in Article 14 paragraph 1.***		2. The national enforcement body may request air carriers, their agents, tour operators and airport managing bodies to provide documents and information that are relevant to the purposes of carrying out their functions referred to in paragraph 1. Such documents and information shall be provided within one month from the receipt of the request, unless a different deadline is specified by the national enforcement body. 2a. In carrying out their functions, the national enforcement bodies shall, where relevant, take account of the information submitted to them by the other body designated to handle complaints in accordance with Article 15a paragraph 1. G
Article 2, first paragraph, point (2c), amending provision, Article, third paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	98o		***3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively with infringements and shall be able to take enforcement actions based on individual complaints as defined in Article 15.***		3. Member States shall ensure that their respective national enforcement bodies are given sufficient power to take enforcement actions.	G
Article 2, first paragraph, point (2c), amending provision, Article, fourth paragraph						
G	98p		***4. The National Enforcement Bodies shall perform a monitoring of compliance with passenger rights as laid down in Article 14a. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.The National Enforcement Body shall disseminate such information to the bodies designated for alternative dispute resolution pursuant to this Regulation.***		4. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.	G
Article 2, first paragraph, point (2c), amending provision, Article, fifth paragraph						
Y	98q		***5. Every two years, the national enforcement bodies shall publish reports with***		5. By 30 June [~~X~~***four*** years from the date of entry into force of ~~*this*~~***the Airpax*** amending	Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		statistics on their activity, including on penalties applied by 30 June of the following calendar year.		Regulation] and every five years thereafter, the national enforcement bodies shall publish reports on their activities, including, where relevant, on penalties applied. Those reports shall be made available on the website of the European Union Aviation Safety Agency.
Article 2, first paragraph, point (2c), amending provision, Article, sixth paragraph				
G	98r	***6. Air carriers shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.*** ,		6. Air carriers shall give their contact details to the national enforcement body or bodies of the Member States in which they operate. ,
Article 2, first paragraph, point (3)				
Y	99	(3) the following Articles 14a to 14d are inserted:	(3) the following Articles 14a to 14d are inserted: To be also added 14da	(3) the following Articles ~~14a to 14d~~**14b to 14c** are inserted:	***(3) deleted*** Entire amendment to be deleted, because Articles are either incorporated elsewhere or deleted all together
Article 2, first paragraph, point (3), amending provision, first paragraph				
G	100	‘ Article 14a	‘ Article 14a	*deleted*	‘ ***deleted***
Article 2, first paragraph, point (3), amending provision, second paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 101	Risk-based approach to the monitoring of compliance with passenger rights	***Tasks of national enforcement bodies related to*** risk-based approach ~~*to the*~~***concerning*** monitoring of compliance with passenger rights	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (1)				
G 102	1. The national enforcement bodies referred to in Article 14(1) shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	1. The national enforcement bodies referred to in Article 14(1) shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (2)				
G 103	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring	*deleted*	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	activities carried out by these bodies, information referred to in Article 10a and Article 14b (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	activities carried out by these bodies, information referred to in Article 10a and Article 14b (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.		
Article 2, first paragraph, point (3), amending provision, numbered paragraph (3)				
G 104	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (4)				
G 105	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	4. Compliance monitoring activities shall be based on the assessment of risks ~~and~~***that could be*** carried out by means of audits, inspections, interviews, verifications and examination of documents ***and discussions*** as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (5)				
G 106	5. National enforcement bodies shall ensure the swift	5. National enforcement bodies shall ensure the swift	*deleted*	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	rectification of non-compliance by air carriers, airport managing bodies and tour operators as identified during their monitoring activities. They shall require air carriers, airport managing bodies and tour operators to submit an action plan to remedy non-compliance, as appropriate.	rectification of non-compliance by air carriers, airport managing bodies and tour operators as identified during their monitoring activities. They shall require air carriers, airport managing bodies and tour operators to submit an action plan to remedy non-compliance, as appropriate.		
Article 2, first paragraph, point (3), amending provision, numbered paragraph (5a)				
G 106a		***5a. If action plans are deemed insufficient, or if non-compliance necessitates an immediate action, National Enforcement Bodies may take enforcement actions as defined in Article 16a***		***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (6)				
G 107	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter.	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter.	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, ninth paragraph				
G 108	Article 14b	*deleted*	Article 14b	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 2, first paragraph, point (3), amending provision, tenth paragraph				
G 109	Sharing of information with national enforcement bodies	*deleted*	Sharing of information with national enforcement bodies	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (1)				
G 110	1. Air carriers, airport managing bodies and tour operators shall provide the national enforcement bodies with relevant documents and information at their request without undue delay and, in any event, within one month from the receipt of the request.	*deleted*	‘ 1. ~~Air carriers, airport managing bodies and tour operators shall provide~~ The national enforcement bodies ~~with relevant~~**may request air carriers and airport managing bodies to provide** documents and information ~~at~~**that are relevant for the purposes of carrying out** their ~~request without undue delay and, in any event,~~**function. Such documents and information shall be provided** within one month from the receipt of the request**, unless specified otherwise**.	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (2)				
G 111	2. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request.	*deleted*	*deleted*	***deleted*** G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
Article 2, first paragraph, point (3), amending provision, numbered paragraph (3)						
G	112	3. In carrying out its functions, the body designated in accordance with Article 14(1) shall take account of the information submitted to it by the body designated to handle complaints, if this is a different body.	*deleted*	*deleted*	***deleted***	G
Article 2, first paragraph, point (3), amending provision, fourteenth paragraph						
Y	113	Article 14c	Article 14c	Article 14c	~~*Article 14c*~~***deleted*** Provisions of this Article to be incorporated in Article 15a (line 119m) and deleted here	Y
Article 2, first paragraph, point (3), amending provision, fifteenth paragraph						
Y	114	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	***deleted***	Y
Article 2, first paragraph, point (3), amending provision, sixteenth paragraph						
Y	115	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 15(2), shall inform the complainant about his or her right to approach to alternative dispute resolution bodies to seek individual redress.	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 15(2), shall inform the complainant about his or her right to approach to alternative dispute resolution bodies to seek individual redress.	**Where necessary,** the national enforcement body to which the passenger ~~complains~~**submits a complaint in accordance with Article 15(2)**, or any other body designated by a Member State for that purpose ~~under Article 15(2)~~**pursuant to that provision**, shall inform the complainant	***deleted***	Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			about his or her right to approach to alternative dispute resolution bodies to seek individual redress.	
Article 2, first paragraph, point (3), amending provision, sixteenth paragraph a				
Y 115a			**This obligation may be fulfilled by referring the passenger to the interactive tool [list of notified ADR entities] maintained by the Commission pursuant to Article [20] of the Directive 2013/11/EU of the European Parliament and of the Council*, or, where appropriate, to the designated ADR contact points notified to the Commission under Article [24] of that Directive.** , _____ ***. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj) .**	*deleted* Y
Article 2, first paragraph, point (3), amending provision, sixteenth paragraph b				
G 115b		*1a. The participation of air carriers and intermediaries*		*deleted* G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		under the scope of this Regulation in alternative dispute resolution procedures shall be mandatory and their decisions binding, without prejudice to the right of parties to access the judicial system, [in accordance with the Directive (EU) 2024/… on alternative dispute resolution for consumer disputes].		
Article 2, first paragraph, point (3), amending provision, seventeenth paragraph				
G 116	Article 14d	Article 14d	*deleted*	Article 14d G
Article 2, first paragraph, point (3), amending provision, eighteenth paragraph				
G 117	Cooperation between Member States and the Commission	Cooperation between Member States and the Commission	*deleted*	Information about suspected practices of non-compliance G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (1)				
G 118	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.	*deleted*	***deleted*** G
Article 2, first paragraph, point (3), amending provision, numbered paragraph (2)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	119	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators and report its findings to the Commission within four months of the request. '	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators and report its findings to the Commission within four months of the request.	*deleted*	The Commission may alert the national enforcement bodies about specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request. The first sub-paragraph shall be without prejudice to the operational independence of the national enforcement bodies.
	Article 2, first paragraph, point (3), amending provision, numbered paragraph (2a)				
G	119a		***2a. The Commission shall support dialogue and promote cooperation between Member States concerning national interpretation and application of this Regulation through the Committee referred to in Article 16a.***		***deleted***
	Article 2, first paragraph, point (3), amending provision, numbered paragraph (2b)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G 119b		***2b. The Commission may, where appropriate, adopt guidelines with a view to promote common application and, where necessary, propose amendments to this Regulation to the European Parliament and Council under article 27 of this Regulation.***		***deleted***	G
Article 2, first paragraph, point (3), amending provision, Article					
G 119c		***Article 14da Inspections of national enforcement bodies***		***deleted***	G
Article 2, first paragraph, point (3), amending provision, Article(1)					
G 119d		***1. The Commission may conduct inspections of national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.***		***deleted***	G
Article 2, first paragraph, point (3), amending provision, Article(2)					
G 119e		***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.***		***deleted***	G
Article 2, first paragraph, point (3), amending provision, Article(3)					

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 119f		***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which shall, in its answer, set out the measures taken to remedy the non-compliances identified and address the recommendations.***		***deleted*** G
Article 2, first paragraph, point (3), amending provision, Article(4)				
G 119g		***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate.*** ,		***deleted*** , G
Article 2, first paragraph, point (3a)				
G 119h		***(3a) Article 15 is replaced by the following:***		(3a) Article 15 is replaced by the following: G
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (1)				
G 119i		‘ ***‘Article 15 Complaint-handling***		‘ ‘Article 15 Complaint to the air carrier or airport managing body G

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				Article aligned with Article 15a of R.261/2004 in Airpax regulation
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (2)				
G 119j		***1. Each air carriers and airport managing bodies shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. At the time of booking, they shall provide information to passengers on the complaint handling processes and the relevant time limits under this Article. Information on complaint handling shall also be accessible on the air carriers' and intermediaries' websites and applications and shall be communicated in the email that notifies any event that could give rise to the rights enshrined in this Regulation.***		1. Each air carrier and airport managing body shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. G
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (3)				
G 119k		***2. Disabled persons and persons with reduced mobility may submit a complaint to any air carriers or airport managing body regarding their***		2. Disabled persons and persons with reduced mobility may submit a complaint to any air carriers or airport managing body regarding their respective fields of G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year from the date on which the flight was performed or was scheduled to be performed.		responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within twelve months from the date on which the flight was performed or was scheduled to be performed, or three months after submitting a request for compensation, whichever is the later.
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (4)				
G	119l	***3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within two months of receiving the complaint, the addressee shall provide a reasoned answer to the passenger. Where the addressee does not provide that full answer within that two-month period, it shall be deemed to have accepted the passenger's claims.***		3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within one month of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that they will receive a final reply within a period of less than two months from the date of receipt of the complaint.
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (5)				
G	119m	***4. With the reasoned answer, the addressee shall also communicate to the passenger concerned the relevant***		4. The final reply shall also contain the relevant contact details of the body or bodies responsible for the handling of

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		contact details of the National enforcement body or other body as defined in Article 14 paragraph 1, including its postal address, phone number, email address and website address.		complaints under Article 15a. This obligation may be fulfilled by referring the passenger to the list of complaint-handling bodies made available by the Commission.
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (6)				
G 119n		***5. On receipt of the reasoned answer from the air carrier or the airport managing body, the passenger concerned may complaint to any national enforcement body and/or to any national out-of-court dispute resolution body designated under Art 14c within a time limit, which shall be set in advance at not less than one year from the date on which the passenger submitted the complaint to the air carrier or the intermediary concerned.***		***6. deleted*** G
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (7)				
G 119o		***6. The burden of proof regarding the provision of the requisite information to passengers shall be on the air carrier and the intermediary.***		5. The burden of proof regarding the provision of the requisite information to passengers shall be on the air carrier and the airport managing body. G
Article 2, first paragraph, point (3a), amending provision, numbered paragraph (8)				

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119p		***7. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the language of the booking reservation and in the language internationally accepted in this field.'*** ,		6. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. ~~*[This information shall be available at least in the language of the booking reservation and in the language internationally accepted in this field.]*~~ ,
Article 2, first paragraph, point (3b)				
119q		***(3b) the following article , is inserted :***		(3b) the following article 15a is inserted :
Article 2, first paragraph, point (3b), amending provision, Article				
119r		‘ ***‘Article 15a Complaint handling by national enforcement bodies and other bodies***		Article 15a ‘ ***Passengers' complaints to designated bodies***
Article 2, first paragraph, point (3b), amending provision, Article(1)				
119s		***1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council , after having complained***		1. Without prejudice to the rights of consumers to seek alternative dispute resolution pursuant to Directive 2013/11/EU, Member States shall designate a body for passenger

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		unsuccessfully to the air carrier or airport managing body pursuant to Article 15, the disabled persons and persons with reduced mobility may complain to the national enforcement body or any other body designated under paragraph 2 of this Article no later than one year from receiving information on the rejection of the original complaint by the air carrier.		complaints pursuant to this Regulation.
Article 2, first paragraph, point (3b), amending provision, Article(2)				
Y	119t	***2. Disabled persons and persons with reduced mobility may complain about an alleged infringement of this Regulation at any airport situated on the territory of a Member State or concerning any flight from any airport situated on the territory of a Member State or of a third country to such airports, either to the national enforcement body, or to any other body designated by a Member State for that purpose.***		2. If the body designated under paragraph 1 is different than the national enforcement body designated in Article 14, Member States shall inform the Commission of the body designated in accordance with the first paragraph. The Commission and the designated body shall publish that information on their websites.
Article 2, first paragraph, point (3b), amending provision, Article(3)				

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119u		***3. The national enforcement body or any other body designated under paragraph 2 shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months from the date of the establishment of the complaint file. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with reduced mobility in accessible format.***		3. Any disabled person or person with reduced mobility may, in accordance with national law, submit a complaint to the body designated under paragraph 1, or to any other competent body designated by a Member State, about an alleged infringement of this Regulation.
Article 2, first paragraph, point (3b), amending provision, Article(4)				
119v		***4. Where a complaint relates to alleged infringements by airport managing body, the complaint shall be handled by the national enforcement body or any other body designated under paragraph 2 of the Member State on whose territory the incident occurred.***		4. After having complained unsuccessfully to the air carrier or airport managing body pursuant to Article 15, the disabled person or person with reduced mobility may complain to the body designated in accordance with paragraph 1 no later than [three] months from the date of being informed of the rejection of the original complaint by the air carrier or the airport managing body. Where no reply is received from the air carrier or airport

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				managing body within ~~[~~two months~~]~~ from the date of making the original complaint to the air carrier or airport managing body, the disabled person or person with reduced mobility shall also have the right to complain to this body.
Article 2, first paragraph, point (3b), amending provision, Article(5)				
Y	119w	***5 National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual disabled persons and persons with reduced mobility complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004.***		5. The body designated under paragraph 1 shall acknowledge receipt of the complaint within two weeks of receiving it. Where this body has the power to issue enforceable decisions in individual cases, it shall provide the disabled person or person with reduced mobility with a substantiated reply to their complaint within a reasonable period of time. Where this body does not have such a power, it shall ~~[issue an opinion or recommendation on the complaint and]~~ inform the complainant about available means to seek redress including passenger's right to complain to alternative dispute resolution bodies, and inform them of the applicable deadlines.
Article 2, first paragraph, point (3b), amending provision, Article(6)				

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Y 119x		***6. Decisions of National Enforcement Bodies or of any other body designated under paragraph 2 shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system.'*** ,		6. The obligation under paragraph 4 of informing the complainant about their right to seek redress with alternative dispute resolution body may be fulfilled by referring the disabled person or person with reduced mobility to the interactive tool hosting a list of notified ADR entities, maintained by the Commission pursuant to Article 20 of the Directive 2013/11/EU of the European Parliament and of the Council, or, where appropriate, to the designated ADR contact points notified to the Commission under Article 24 of that Directive. 7. The complaint-handling procedure shall be made available to disabled person or person with reduced mobility in accessible format. , Y
Article 2, first paragraph, point (3c)				
G 119y		***(3c) Article 16 is replaced by the following:***		(3c) Article 16 is replaced by the following: G
Article 2, first paragraph, point (3c), amending provision, numbered paragraph (1)				

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119z		‘ ***‘Article 16 Penalties***		‘ ‘Article 16 Penalties
Article 2, first paragraph, point (3c), amending provision, numbered paragraph (2)				
119aa		***Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.’*** ,		Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.’ ,
Article 2, first paragraph, point (4)				
120	(4) the following Article 16a is inserted:	(4) the following Article 16a is inserted:	*deleted*	***(4) deleted***
Article 2, first paragraph, point (4), amending provision, first paragraph				
121	‘ Article 16a	‘ Article 16a	*deleted*	‘ ***deleted***
Article 2, first paragraph, point (4), amending provision, second paragraph				

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G	122	Passenger Rights Committee	Passenger Rights Committee	*deleted*	***deleted***	G
	Article 2, first paragraph, point (4), amending provision, numbered paragraph (1)					
G	123	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782 of the European Parliament and the Council[1]. _____ 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782 of the European Parliament and the Council[1]. _____ 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	*deleted*	***1.*** ***deleted***	G
	Article 2, first paragraph, point (4), amending provision, numbered paragraph (2)					
G	124	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.'; ,	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.'; ,	*deleted*	***2.*** ***deleted***	G
	Article 2, first paragraph, point (4), amending provision, numbered paragraph (2a)					
Y	124a				(4a) The following Article 17a is inserted:	Y
	Article 2, first paragraph, point (4), amending provision, numbered paragraph (2b)					
Y	124b				Article 17a Review of service quality standards	Y

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Article 2, first paragraph, point (4), amending provision, numbered paragraph (2c)				
124c				1. By ... [five years after the date of application of enforcement regulation], the Commission shall carry out a comprehensive evaluation of all service quality standards referred to in this Regulation.
Article 2, first paragraph, point (4), amending provision, numbered paragraph (2d)				
124d				2. That evaluation shall examine in particular:
Article 2, first paragraph, point (4), amending provision, numbered paragraph (2e)				
124e				(a) measurable benefits for passengers, in particular persons with disabilities and persons with reduced mobility, enabled in air passenger transport, including in the context of different extents of service quality standards in other modes of transport;
Article 2, first paragraph, point (4), amending provision, numbered paragraph (2f)				
124f				(b) effectiveness of such standards when compared to operational obligations or other measures with the potential to achieve comparable results for passengers, in terms of cost-efficiency, proportionality and

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				administrative burdens incurred on market actors and authorities.
Article 2, first paragraph, point (4), amending provision, numbered paragraph (2g)				
124g				3. On the basis of the findings in this evaluation, the Commission may, where appropriate, submit a legislative proposal to adjust service quality standards in air passenger transport accordingly. ’,
Article 2, first paragraph, point (4a)				
124h				(4a) Annex I is replaced by the following:
Article 2, first paragraph, point (4a), amending provision, point (a)				
124i				‘ ANNEX I Assistance under the responsibility of the managing bodies of airports Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to: — communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Article 5,

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				— move from a designated point to the check-in counter, — check-in and register baggage, — proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures, — board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate, — proceed from the aircraft door to their seats, — store and retrieve baggage on the aircraft, — proceed from their seats to the aircraft door, — disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate, — proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures, — proceed from the baggage hall to a designated point, — reach connecting flights when in transit, with assistance on

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				the air and land sides and within and between terminals as needed, — move to the toilet facilities if required. Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking. Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods. Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis. Complaints and compensation procedure for damaged or lost mobility equipment. Ground handling of recognised assistance dogs, when relevant.

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				Communication, in accessible formats, of information needed to take flights, including: — general guidance on minimum presentation time at the designated meeting points within the terminal and on minimum connecting timer between terminals, — safety provisions applied, — accessibility of the terminal. ,
Article 2, first paragraph, point (4b)				
Y	124j			(4b) Annex II is replaced by the following:
Article 2, first paragraph, point (4b), amending provision, first paragraph				
Y	124k			‘ ANNEX II Assistance by air carriers Carriage of recognised assistance dogs in the cabin, subject to national regulations. Transport of mobility equipment, including procedures for complaints and compensation for damage or loss of such equipment.

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				In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods. Communication, in accessible formats, of essential information concerning a flight, including: — accessibility of aircrafts, — conditions under which an accompanying person is required, — conditions under which the transport service may be refused. The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability. Assistance in moving to toilet facilities if required. Where a disabled person or person with reduced mobility is

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				assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility. ,
Article 2, first paragraph, point (5)				
125	(5) Annex II to this Regulation is added as Annex III.	(5) Annex II to this Regulation is added as Annex III.	*deleted*	***(5) deleted***
Article 3				
126	Article 3 Amendments to Regulation (EU) No 1177/2010	Article 3 Amendments to Regulation (EU) No 1177/2010	Article 3 Amendments to Regulation (EU) No 1177/2010	Article 3 Amendments to Regulation (EU) No 1177/2010
Article 3, first paragraph				
127	Regulation (EU) No 1177/2010 is amended as follows:	Regulation (EU) No 1177/2010 is amended as follows:	Regulation (EU) No 1177/2010 is amended as follows:	Regulation (EU) No 1177/2010 is amended as follows:
Article 3, first paragraph, point (-1)				
127a		***(-1) in Article 3(1), the following point is added :*** Editorial correction to be considered "points are"	**(-1) In Article 3, the following definition is added:**	(-1) In Article 3, the following definitions are added:
Article 3, first paragraph, point (-1), amending provision, point (a)				
127b			‘	‘

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			(v) "recognised assistance dog" means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist. ,	(v) "recognised assistance dog" means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist. ,
Article 3, first paragraph, point (-1a)				
G 127c		' ***(ua) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights.'***		' ***deleted*** G
Article 3, first paragraph, point (-1b)				
G 127d		***(ub) "recognised assistance dog" means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.'***		***deleted*** Definition covered in line 127b G
Article 3, first paragraph, point (-1c)				

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G 127e		***(uc) 'accessible format' means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with Annex I to Directive (EU) 2019/882;'*** ,		(uc) 'accessible format' means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the European Parliament and of the Council; , To be aligned with definition agreed in AirPax
Article 3, first paragraph, point (-1d)				
Y 127f				~~(-1a)~~ Article 13 is amended as follows:
Article 3, first paragraph, point (-1d)(a)				
Y 127g				(a) a new paragraph 2a is added as follows:
Article 3, first paragraph, point (-1d)(a), amending provision, first paragraph				
Y 127h				‘ 2a. Terminal operators and carriers shall also set quality standards for a structured dialogue with organisations representing disabled persons and

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				persons with reduced mobility and for the implementation of the disability awareness and assistance training referred to in Article 14 (a). ,
Article 3, first paragraph, point (-1e)				
Y	127i			(b) paragraph 3 is replaced by the following: Y
Article 3, first paragraph, point (-1e), amending provision, first paragraph				
Y	127j			‘ 3. The quality standards provided for in paragraph 1 shall be made publicly available by terminal operators and carriers physically or on the Internet in accessible formats and in the same languages as those in which information is generally made available to all passengers. Terminal operators and carriers shall monitor their performance in accordance with those standards. Upon request, they shall provide the national enforcement body or bodies with information on that performance. , Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 3, first paragraph, point (1)				
128	(1) Article 16 is amended as follows:	(1) Article 16 is amended as follows:	(1) Article 16 is amended as follows:	(1) Article 16 is amended as follows:
Article 3, first paragraph, point (1)(a)				
129	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:
Article 3, first paragraph, point (1)(a), amending provision, numbered paragraph (1)				
130	‘ 1. In the case of a cancellation or a delay in departure of a passenger service or a cruise, passengers departing from port terminals or, if possible, passengers departing from ports shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available.; ’	‘ 1. In the case of a cancellation or a delay in departure of a passenger service or a cruise, passengers departing from port terminals or, if possible, passengers departing from ports shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available.; ’	‘ 1. In the case of a cancellation or a delay in departure of a passenger service or a cruise, passengers departing from port terminals or, if possible, passengers departing from ports shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available.~~;~~ ’	‘ 1. In the case of a cancellation or a delay in departure of a passenger service or a cruise, passengers departing from port terminals or, if possible, passengers departing from ports shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available.; ’
Article 3, first paragraph, point (1)(aa)				

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G	130a		***(aa) paragraphs 3 is replaced by the following:***		(aa) paragraph 3 is replaced by the following:
Article 3, first paragraph, point (1)(aa), amending provision, point (1)					
G	130b		‘ ***3. The carrier or, where appropriate, the terminal operator, shall ensure that persons with disabilities and reduced mobility receive the information required under paragraphs 1 and 2 in accessible format.’*** ,		‘ 3. The carrier or, where appropriate, the terminal operator, shall ensure that persons with disabilities or reduced mobility receive the information required under paragraphs 1 and 2 in accessible format.’ ,
Article 3, first paragraph, point (1)(b)					
G	131	(b) the following paragraph is added:	(b) the following paragraph is added:	(b) the following paragraph is added:	(b) the following paragraph is added:
Article 3, first paragraph, point (1)(b), amending provision, numbered paragraph (4)					
G	132	‘ 4. The information required under paragraphs 1 and 2 shall be provided by electronic means to all passengers, within the time-limit stipulated in paragraph 1, if the passenger has agreed to it and has provided the necessary contact details to the carrier or, where appropriate, to the terminal operator, when purchasing the ticket.;	‘ 4. The information required under paragraphs 1 and 2 shall be ***also*** provided by electronic means to all passengers, within the time-limit stipulated in paragraph 1, ~~*if the passenger has agreed to it and has provided the necessary*~~***via the*** contact details ~~*to*~~***shared with*** the carrier or, where appropriate, to the terminal operator, when purchasing the ticket.;	‘ 4. The information required under paragraphs 1 and 2 shall be provided by electronic means to all passengers, within the time-limit stipulated in paragraph 1, if the passenger has agreed to it and has provided the necessary contact details to the carrier or, where appropriate, to the terminal operator, when purchasing the ticket.~~;~~	‘ ***4. deleted*** ,

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	’	’ EP: remove "also"	’	
Article 3, first paragraph, point (2)				
133	(2) the following Article 19a is inserted:	(2) the following Article 19a is inserted:	(2) the following Article 19a is inserted:	(2) the following Article 19a is inserted:
Article 3, first paragraph, point (2), amending provision, first paragraph				
134	‘ Article 19a	‘ Article 19a	‘ Article 19a	‘ Article 19a
Article 3, first paragraph, point (2), amending provision, second paragraph				
135	Common form for reimbursement and compensation requests	Common form for reimbursement and compensation requests	~~Common form for~~**Submission of** reimbursement and compensation requests	Submission of reimbursement and compensation requests
Article 3, first paragraph, point (2), amending provision, numbered paragraph (-1)				
135a			**-1. Carriers shall clearly inform passengers of the process of requesting reimbursement or compensation under, respectively, Article 18 and Article 19 of this Regulation.**	***deleted***
Article 3, first paragraph, point (2), amending provision, numbered paragraph (-1a)				
135b	2. The passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Carriers shall not reject a request for reimbursement or compensation		~~2.~~**-1a**. ~~The~~ Passengers shall have the right to submit their requests **for compensation or reimbursement** using the common form referred to in paragraph 1**, the form provided**	***deleted***

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	solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carriers shall ask the passenger to clarify the request and shall assist the passenger in doing so. Moved reference text		**by the carrier in accordance with paragraph 3 or by other means**. Carriers shall not reject a request ~~for reimbursement or compensation solely~~ on the grounds that the passenger has not used ~~that form.~~ **the common form referred to in paragraph 1 or the form provided by the carrier in accordance with paragraph 3, or has sent the form by other means than electronic means referred to in paragraph 3.** **Passengers shall have the right to submit their request in at least the language of the booking.** If a request is not sufficiently precise, the carriers shall ask the passenger to clarify **and complete** the request ~~and shall assist the passenger in doing so.~~**.** Copy-Delete: row 137	
Article 3, first paragraph, point (2), amending provision, numbered paragraph (1)				
G 136	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under Articles 18 and 19.	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under Articles 18 and 19.	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under**, respectively,**	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests (the 'common form') G

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	That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782.[1] 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).	That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782.[1] 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).	**Article** ~~Articles~~ 18 and **Article** 19. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article ~~38~~ **28a**(2) of **this** Regulation**. The Commission shall make the common form available in all official languages of the Union on its website** ~~(EU) 2021/782~~.[1] ~~1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).~~	under, respectively, Article 18 and Article 19. That common form shall be established in an accessible format. The Commission shall make the common form available in all official languages of the Union on its website. The implementing act shall be adopted in accordance with the examination procedure referred to in Article 28a(2).
Article 3, first paragraph, point (2), amending provision, numbered paragraph (1a)				
G 136a		***1a. Carriers shall automatically send to passengers the common form for reimbursement and compensation requests as defined in paragraph 1 in the case of a cancellation or a delay in departure or delay in arrival of a passenger service or a cruise as defined in Articles 18 and 19.***		1a. Following travel disruption, carriers shall, where possible and without undue delay, provide to passengers a common form as referred to in paragraph 1, or a link allowing a direct access to that form. G

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Article 3, first paragraph, point (2), amending provision, numbered paragraph (1b)				
136b		***1b. This requirement shall not apply to the air carriers and intermediaries where other automated electronic means of communication allowing passengers to request reimbursement or compensation exist, provided that such means offer the choice and information set out in the common form and are also available in in the language of the booking and in the language internationally accepted in this field.***		1b. The requirement set out in paragraph 1a shall not apply to carriers who make use of other means of communication allowing passengers to request reimbursement or compensation, such as a carrier's own electronic form made available on its website, a paper form or a mobile application, provided that such means offer, in an accessible format, the choice and information set out in the common form and are available in at least the language of the booking.
Article 3, first paragraph, point (2), amending provision, numbered paragraph (2)				
137	2. The passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Carriers shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carriers shall ask the passenger to clarify the request and shall assist the passenger in doing so.	2. ~~*The*~~ Passengers shall have the right to submit their requests ***for compensation or reimbursement*** using the common form referred to in paragraph 1 ***or by other means***. Carriers shall not reject a request ~~*for reimbursement or compensation*~~ solely on the grounds that the passenger has not used ~~*that form*~~***the common form referred to in paragraph 1. Passengers shall have the right***	*deleted* *Copy-Delete: row 137*	*2.* Passengers shall have the right to submit their requests for reimbursement or compensation using the forms provided by the carrier in accordance with paragraphs 1a or 1b, or by other means. Carriers shall not reject a request on the grounds that the passenger has not used the common form or the form provided in accordance with paragraph 1b, or has sent the

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		to submit their request in at least the language of the booking. If a request is not sufficiently precise, the ~~carriers~~***carrier*** shall ask the passenger to clarify ***or complete*** the request and shall ***duly motivate the request for additional information and*** assist the passenger in doing so.		request by other means than electronic means. Passengers shall have the right to submit their request in at least the language of the booking. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify or complete the request. If requested additional information is outside the scope of standard information covered by the common form, the carrier shall duly motivate its request.
Article 3, first paragraph, point (2), amending provision, numbered paragraph (3)				
G 138	3. Carriers shall have electronic means for passengers on their website, such as an e-mail address, to which requests under paragraph 1 may be sent. This requirement shall not apply where other electronic means of communication exist allowing passengers to request reimbursement or compensation, such as a form on a website or mobile applications, provided that such means offer the choice and information set out in the	3. ***Without prejudice to paragraph 1a,*** carriers shall ~~*have*~~***provide details clear information on their websites regarding the different*** electronic means ~~*for passengers on their website, such as an e-mail address, to which requests under paragraph 1 may be sent. This requirement shall not apply where other electronic means of communication exist allowing*~~***that allow*** passengers to request reimbursement or compensation,	3. **Carriers shall, where possible and without undue delay, establish, and transmit to passengers, a form for reimbursement and compensation requests under, respectively, Article 18 and Article 19, or provide a link allowing a direct access to that form or to the common form referred to in paragraph 1.** Carriers shall ~~have electronic means for passengers~~**provide details** on their website, such as	3. Without prejudice to paragraphs 1a and 1b, carriers shall provide clear information on their websites regarding different electronic means that allow passengers to request reimbursement or compensation, such as an e-mail address, electronic forms or mobile applications. When passengers submit their request through electronic means, they shall receive an electronic confirmation G

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	common form and are available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.	such as ~~*a form on a website*~~***an e-mail address, electronic forms*** or mobile applications, ~~*provided that such means offer the choice and information set out in the common form and are available in an official language*~~***to which requests under paragraph 1 may be sent. Regardless*** of the ~~*Union and in the language internationally accepted in this field. When using such means*~~***electronic mean used***, passengers shall ~~*not be prevented from providing information in any of the languages of the Union*~~***be provided with electronic confirmation as proof that such a request has been submitted***.	an e-mail address, to which **compensation or reimbursement** requests ~~under paragraph 1~~ may be sent **by electronic means. That**. ~~This~~ requirement shall not apply where other electronic means of communication ~~exist~~ allowing passengers to request reimbursement or compensation **exist**, such as ~~a form~~**the form referred to in the first subparagraph of this paragraph, available** on a website or mobile applications, provided that such means offer**, in an accessible format,** the choice and information set out in the common form **referred to in paragraph 1** and are available in ~~an official~~**at least the** language of the ~~Union and in the language internationally accepted in this field~~**booking**. ~~When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.~~ ,	as proof that such a request has been submitted.
Article 3, first paragraph, point (2), amending provision, numbered paragraph (4)				

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139	4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Article 25(1) and (3) shall ensure that passengers have access to the common form.; '	4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Article 25(1) and (3) shall ensure that passengers have access to the common form.; '	*deleted*	***deleted*** '
Article 3, first paragraph, point (3)				
140	(3) Article 23 is amended as follows:	(3) Article 23 is amended as follows:	(3) Article 23 is amended as follows:	(3) Article 23 is amended as follows:
Article 3, first paragraph, point (3)(a)				
141	(a) paragraph 1 is amended as follows:	(a) paragraph 1 is amended as follows:	(a) paragraph 1 is ~~amended as follows~~**replaced by the following**:	(a) paragraph 1 is replaced by the following:
Article 3, first paragraph, point (3), second subparagraph, point (-a)				
141a				
Article 3, first paragraph, point (3), second subparagraph, point (-a), amending provision, first paragraph				
141b	' When selling tickets for services falling within the scope of this Regulation, carriers, ticket vendors, travel agents, tour operators and terminal operators shall, within their respective areas of competence, ensure that passengers are provided with		' **1.** When selling tickets for services falling within the scope of this Regulation, carriers, ticket vendors, travel agents~~, tour operators~~ and terminal operators shall, within their respective areas of competence, ensure that passengers are provided with	' When selling tickets for services falling within the scope of this Regulation, carriers, ticket vendors, travel agents, tour operators and terminal operators shall, within their respective areas of competence, ensure that passengers are provided with

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	appropriate and comprehensible information regarding their rights under this Regulation.; , Moved reference text		appropriate and comprehensible information regarding their rights under this Regulation.~~;~~ Copy-Delete: row 143	appropriate and comprehensible information regarding their rights under this Regulation.
Article 3, first paragraph, point (3)(a)(-i), second indent				
G 141c	‘ Carriers, terminal operators and, when applicable, port authorities, shall also, within their respective areas of competence, ensure that information on the rights of passengers under this Regulation is publicly available on board ships, in ports, if possible, and in port terminals.; , Moved reference text		Carriers, terminal operators and, when applicable, port authorities, shall also, within their respective areas of competence, ensure that information on the rights of passengers under this Regulation is publicly available on board ships, in ports, if possible, and in port terminals.~~;~~ **The information shall be provided as far as possible in accessible formats and in the same languages as those in which information is generally made available to all passengers. When that information is provided particular attention shall be paid to the needs of disabled persons and persons with reduced mobility.** , Copy-Delete: row 145	Carriers, terminal operators and, when applicable, port authorities, shall also, within their respective areas of competence, ensure that information on the rights of passengers under this Regulation is publicly available on board ships, in ports, if possible, and in port terminals. 1a. The information refered to in paragraph 1, shall be provided as far as possible in accessible formats and in the same languages as those in which information is generally made available to all passengers. When that information is provided particular attention shall be paid to the needs of disabled persons and persons with reduced mobility. , G
Article 3, first paragraph, point (3)(a)(i)				

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142	(i) the following sentence is inserted before the first sentence:	(i) the following sentence is inserted before the first sentence:	*deleted*	***(i)*** ***deleted***
Article 3, first paragraph, point (3)(a)(i), amending provision, first paragraph				
143	‘When selling tickets for services falling within the scope of this Regulation, carriers, ticket vendors, travel agents, tour operators and terminal operators shall, within their respective areas of competence, ensure that passengers are provided with appropriate and comprehensible information regarding their rights under this Regulation.;’	‘When selling tickets for services falling within the scope of this Regulation, carriers, ticket vendors, travel agents, tour operators and terminal operators shall, within their respective areas of competence, ensure that passengers are provided with appropriate and comprehensible information regarding their rights under this Regulation.~~;~~ ***The information shall be provided in an accessible format.***’	*deleted* *Copy-Delete: row 143*	‘***deleted***’
Article 3, first paragraph, point (3)(a)(ii)				
144	(ii) the second sentence is replaced by the following:	(ii) the second sentence is replaced by the following:	*deleted*	***(ii)*** ***deleted***
Article 3, first paragraph, point (3)(a)(ii), amending provision, first paragraph				
145	‘Carriers, terminal operators and, when applicable, port authorities, shall also, within their respective areas of competence, ensure that	‘Carriers, terminal operators and, when applicable, port authorities, shall also, within their respective areas of competence, ensure that	*deleted* *Copy-Delete: row 145*	‘***deleted***’

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	information on the rights of passengers under this Regulation is publicly available on board ships, in ports, if possible, and in port terminals.;	information on the rights of passengers under this Regulation is publicly available on board ships, in ports, if possible, and in port terminals.;		
Article 3, first paragraph, point (3)(b)				
146	(b) paragraph 3 is replaced by the following:	(b) paragraph 3 is replaced by the following:	(b) paragraph 3 is replaced by the following:	(b) paragraph 3 is replaced by the following:
Article 3, first paragraph, point (3)(b), amending provision, numbered paragraph (3)				
147	‘ 3. Carriers, terminal operators and, when applicable, port authorities shall inform passengers in an appropriate manner on board ships, in ports, if possible, and in port terminals, of their contact details and the contact details of the enforcement body designated by the Member State concerned pursuant to Article 25(1).;	‘ 3. Carriers, terminal operators and, when applicable, port authorities shall inform passengers in an appropriate manner on board ships, in ports, if possible, and in port terminals, of their contact details and the contact details of the enforcement body designated by the Member State concerned pursuant to Article 25(1).;	‘ 3. Carriers, terminal operators and, when applicable, port authorities shall inform passengers in an appropriate manner on board ships, in ports, if possible, and in port terminals, of their contact details and the contact details of the enforcement body designated by the Member State concerned pursuant to Article 25(1).;	‘ 3. Carriers, terminal operators and, when applicable, port authorities shall inform passengers in an appropriate manner on board ships, in ports, if possible, and in port terminals, of their contact details and the contact details of the enforcement body designated by the Member State concerned pursuant to Article 25(1).;
Article 3, first paragraph, point (4)				
148	(4) the following Article 23a is inserted:	(4) the following Article 23a is inserted:	(4) the following Article 23a is inserted:	(4) the following Article 23a is inserted:
Article 3, first paragraph, point (4), amending provision, first paragraph				

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G	149	‘ Article 23a	‘ Article 23a	‘ Article 23a	‘ Article 23a
	Article 3, first paragraph, point (4), amending provision, second paragraph				
G	150	Means of communication with passengers	Means of communication with passengers	Means of communication with passengers	Means of communication with passengers
	Article 3, first paragraph, point (4), amending provision, third paragraph				
G	151	The information referred to in Articles 16, 22 and 23 shall be provided in the most appropriate format, where technically possible by electronic means.	The information ***and the correspondence,*** referred to in Articles 16, 22 and 23 shall be provided ~~*in the most appropriate format*~~***by electronic means***, where technically possible ~~*by electronic means*~~***and in accesible format***.	The information referred to in Articles 16, 22 and 23 shall be provided in the most appropriate format, where technically possible by electronic means.	The information referred to in Articles 16, 22 and 23 shall be provided by electronic means, where technically possible and in accessible format.
	Article 3, first paragraph, point (4), amending provision, fourth paragraph				
G	152	Where information is provided by electronic means of communication, carriers, terminal operators, port authorities, travel agents, tour operators and ticket vendors shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.; ’	Where information is provided by electronic means of communication, carriers, terminal operators, port authorities, travel agents, tour operators and ticket vendors shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. ***The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal***	Where information is provided by electronic means of communication, carriers, terminal operators, port authorities, travel agents~~, tour operators~~ and ticket vendors shall ensure that ~~the passenger can keep~~ any written correspondence, including the date and time of such correspondence, ~~on a durable medium~~**can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall**	Where information is provided by electronic means of communication, carriers, terminal operators, port authorities, travel agents, tour operators and ticket vendors shall ensure that any written correspondence, including the date and time of such correspondence, can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal operators, port authorities, travel

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			operators, port authorities, travel agents and ticket vendor. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.~~;~~ ’	**rest with carriers, terminal operators, port authorities, travel agents and ticket vendors**. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.~~;~~ ’	agents and ticket vendors. All means of communication shall enable the passenger to contact them quickly and communicate efficiently. ’
Article 3, first paragraph, point (4a)					
G	152a		***(4a) Article 24 is replaced by the following:***		(4a) Article 24 is replaced by the following:
Article 3, first paragraph, point (4a), amending provision, first paragraph					
G	152b		***Article*** ‘ ***‘Article 24 Complaint-handling***		‘ ‘Article 24 Complaint to the carrier or terminal operator
Article 3, first paragraph, point (4a), amending provision, second paragraph					
Y	152c		***1. Each carriers and terminal operator shall set up an accessible complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. At the time of booking, they shall provide information to passengers on the complaint handling processes and the relevant time limits under this***		1. Each carrier and terminal operator shall set up an accessible complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility.

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		Article. Information on complaint handling shall also be accessible on the carriers' and intermediaries' websites and applications and shall be communicated in the email that notifies any event that could give rise to the rights enshrined in this Regulation.		
Article 3, first paragraph, point (4a), amending provision, third paragraph				
152d		***2. Passengers may submit a complaint to any carriers or terminal operators regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year from the date on which the service was performed or when a service should have been performed.***		2. Passengers may submit a complaint to any carriers or terminal operators regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within [two months] from the date on which the service was performed or when a service should have been performed.
Article 3, first paragraph, point (4a), amending provision, fourth paragraph				
152e		***3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within two month of receiving the complaint, the addressee shall provide a***		3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within one month of receiving the complaint, the addressee shall either provide a

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		reasoned answer to the passenger. Where the addressee does not provide that full answer within that two-month period, it shall be deemed to have accepted the passenger's claims.		reasoned reply or, in duly justified cases, inform the passenger that they will receive a final reply within a period of less that two months from the date of receipt of the complaint.
Article 3, first paragraph, point (4a), amending provision, fifth paragraph				
G 152f		***4. With the reasoned answer, the addressee shall also communicate to the passenger concerned the relevant contact details of the National enforcement body or other body as defined in Article 25 paragraph 1 , including its postal address, phone number, email address and website address.***		4. The final reply shall also contain the relevant contact details of the body or bodies responsible for the handling of complaints under Article 26a. This obligation may be fulfilled by referring the passenger to the list of complaint handling bodies made available by the Commission. G
Article 3, first paragraph, point (4a), amending provision, sixth paragraph				
G 152g		***5. On receipt of the reasoned answer from the carrier, the passenger concerned may complaint to any national enforcement body and/or to any national out-of-court dispute resolution body designated under Art 25c within a time limit, which shall be set in advance at not less than one year from the date on which the passenger submitted the complaint to the carrier.***		***deleted*** G

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Article 3, first paragraph, point (4a), amending provision, seventh paragraph				
152h		***6. Where the air carrier invokes extraordinary circumstances, it shall inform the passenger in its answer of the specific circumstances responsible for the cancellation or delay. The carrier shall also show that it took all reasonable measures to avoid the cancellation or delay.***		6. Where the air carrier invokes extraordinary circumstances, it shall inform the passenger in its reply of the specific circumstances responsible for the cancellation or delay. ~~*[The carrier shall also show that it took all reasonable measures to avoid the cancellation or delay.]*~~
Article 3, first paragraph, point (4a), amending provision, eighth paragraph				
152i		***7. The burden of proof regarding the provision of the requisite information to passengers shall be on the carrier and the intermediary.***		7. The burden of proof regarding the provision of the requisite information to passengers shall be on the carrier and the terminal operator.
Article 3, first paragraph, point (4a), amending provision, ninth paragraph				
152j		***8. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the language of the booking reservation and in the language internationally accepted in this field. '*** ,		8. Details of the complaint-handling procedure shall be made available to the public, including to persons with disabilities and to persons with reduced mobility, in accessible format. ~~*This information shall be available [on board ships, in ports, if possible, and in port terminals] at least [in the language of the booking reservation and in the language internationally accepted in this*~~

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					~~*field / in the same languages as those in which information is generally made available to all passengers].*~~ ,
Article 3, first paragraph, point (5)					
G	153	(5) the following Article 24a is inserted:	(5) the following Article 24a is inserted:	*deleted*	***(5)*** ***deleted***
Article 3, first paragraph, point (5), amending provision, first paragraph					
G	154	‘ Article 24a	‘ Article 24a	*deleted*	‘ ***deleted***
Article 3, first paragraph, point (5), amending provision, second paragraph					
G	155	Service quality standards	Service quality standards	*deleted*	***deleted***
Article 3, first paragraph, point (5), amending provision, numbered paragraph (1)					
G	156	1. Carriers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex V.	1. Carriers***, which are not SMEs,*** shall establish service quality standards and implement a quality management system to maintain ***and improve*** service quality. The service quality standards shall at least cover the items listed in Annex V.	*deleted*	***1.*** ***deleted***
Article 3, first paragraph, point (5), amending provision, numbered paragraph (2)					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	157	2. Carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on the Internet by [2 years after the day of application of this Regulation], and every two years thereafter. This report shall not contain personal data.	2. Carriers***, which are not SMEs,*** shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on the Internet by [2 years after the day of application of this Regulation], and every two years thereafter. This report shall not contain personal data.	*deleted*	***2.*** ***deleted***
Article 3, first paragraph, point (5), amending provision, numbered paragraph (3)					
G	158	3. Terminal operators shall establish service quality standards based on the relevant items listed in Annex V. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.; ’	3. Terminal operators shall establish service quality standards based on the relevant items listed in Annex V. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.; ’	*deleted*	***3.*** ***deleted*** ’
Article 3, first paragraph, point (5a)					
G	158a		***(5a) Article 25 is replaced by the following :***		(5a) Article 25 is replaced by the following :
Article 3, first paragraph, point (5a), amending provision, Article					
G	158b		‘ ***Article 25***		‘ Article 25

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Designation of national enforcement bodies		Designation of national enforcement bodies
Article 3, first paragraph, point (5a), amending provision, Article(1)				
158c		***1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards passenger services and cruises from ports situated on its territory and passenger services from a third country to such ports . Each body shall take the measures necessary to ensure that the rights of passengers are respected.*** ***Each body shall be independent in its organisation, funding decisions, legal structure and decision-making from any carrier or terminal operator or any other commercial interests.***		1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards passenger services and cruises from ports situated on its territory and passenger services from a third country to such ports. 1a. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making from any carrier or terminal operator or any other commercial interests.
Article 3, first paragraph, point (5a), amending provision, Article(2)				
158d		***2. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities. The Commission and the bodies designated shall***		2. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities, including any changes thereof. The Commission and the body or bodies

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			publish that information on their websites.' ,		designated shall publish that information on their websites.' ,
Article 3, first paragraph, point (6)					
Y	159	(6) the following Articles 25a, 25b and 25c are inserted:	(6) the following Articles 25a, 25b and 25c are inserted:	(6) the following Articles ~~25a,~~ 25b and 25c are inserted:	(6) ~~*the following Article 25c is inserted:*~~***deleted*** Entire amendment to be deleted, because Articles are either incorporated elsewhere or deleted all together
Article 3, first paragraph, point (6), amending provision, first paragraph					
G	160	' Article 25a	' Article 25a	*deleted*	' ***deleted***
Article 3, first paragraph, point (6), amending provision, second paragraph					
G	161	Risk-based approach to the monitoring of compliance with passenger rights	***Tasks of national enforcement bodies related to*** risk-based approach ~~*to the*~~***concerning*** monitoring of compliance with passenger rights	*deleted*	***deleted***
Article 3, first paragraph, point (6), amending provision, numbered paragraph (1)					
G	162	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of carriers, terminal operators, port authorities, travel agents, tour operators and ticket	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of carriers, terminal operators, port authorities, travel agents, tour operators and ticket	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	vendors with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	vendors with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.		
Article 3, first paragraph, point (6), amending provision, numbered paragraph (2)				
G 163	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 25b(1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 25b(1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	*deleted*	***deleted*** G
Article 3, first paragraph, point (6), amending provision, numbered paragraph (3)				
G 164	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the	*deleted*	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	Regulation becomes applicable], and every two years thereafter.	Regulation becomes applicable], and every two years thereafter.		
Article 3, first paragraph, point (6), amending provision, numbered paragraph (4)				
G 165	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	4. Compliance monitoring activities shall be based on the assessment of risks ~~and~~***that could be*** carried out by means of audits, inspections, interviews, verifications and examination of documents ***and discussions*** as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.	*deleted*	***deleted*** G
Article 3, first paragraph, point (6), amending provision, numbered paragraph (5)				
G 166	5. National enforcement bodies shall ensure the swift rectification of non-compliance by carriers, terminal operators, port authorities, travel agents, tour operators and ticket vendors, when applicable, as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate.	5. National enforcement bodies shall ensure the swift rectification of non-compliance by carriers, terminal operators, port authorities, travel agents, tour operators and ticket vendors, when applicable, as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate.	*deleted*	***deleted*** G
Article 3, first paragraph, point (6), amending provision, numbered paragraph (5a)				
G 166a		***5a. If action plans are deemed insufficient, or if non-***		***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		compliance necessitates an immediate action, National Enforcement Bodies may take enforcement actions as defined in Article 26.		
Article 3, first paragraph, point (6), amending provision, numbered paragraph (6)				
G 167	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 26.	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 26.	*deleted*	***deleted*** G
Article 3, first paragraph, point (6), amending provision, ninth paragraph				
G 168	Article 25b	*deleted*	‘ Article 25b	***deleted*** G
Article 3, first paragraph, point (6), amending provision, tenth paragraph				
G 169	Sharing of information with national enforcement bodies	*deleted*	Sharing of information with national enforcement bodies	***deleted*** G
Article 3, first paragraph, point (6), amending provision, numbered paragraph (1)				
G 170	1. Carriers, terminal operators and port authorities,	*deleted*	**The national enforcement bodies may request** carriers,	***deleted*** G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		when applicable, shall provide national enforcement bodies with relevant documents and information at their request without undue delay and, in any event, within one month from the receipt of the request.		terminal operators and port authorities, when applicable, ~~shall~~**to** provide ~~national enforcement bodies with relevant~~ documents and information ~~at~~**that are relevant for the purposes of carrying out** their ~~request without undue delay and, in any event,~~**function. Such documents and information shall be provided** within one month from the receipt of the request**, unless specified otherwise**.	
Article 3, first paragraph, point (6), amending provision, numbered paragraph (2)					
G	171	2. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request.	*deleted*	*deleted*	***deleted***
Article 3, first paragraph, point (6), amending provision, numbered paragraph (3)					
G	172	3. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the body designated under Article 25(3) to handle complaints, if this is a different body.	*deleted*	*deleted*	***deleted***
Article 3, first paragraph, point (6), amending provision, fourteenth paragraph					
Y	173	Article 25c	Article 25c	Article 25c	~~*Article 25c*~~***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				Provisions of this Article to be incorporated in Article 26a (line 175o) and deleted here
Article 3, first paragraph, point (6), amending provision, fifteenth paragraph				
174	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	***deleted***
Article 3, first paragraph, point (6), amending provision, sixteenth paragraph				
175	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 25(3), shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.’; ,	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 25(3), shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.’; ,	**Where necessary,** the national enforcement body to which the passenger complains **in accordance with Article 25(3)**, or any other body designated by a Member State for that purpose ~~under Article 25(3)~~**pursuant to that provision**, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.’~~;~~	***deleted***
Article 3, first paragraph, point (6), amending provision, sixteenth paragraph a				
175a			**This obligation may be fulfilled by referring the passenger to the interactive tool [list of notified ADR entities] maintained by the Commission pursuant to Article [20] of the Directive 2013/11/EU of the European Parliament and of the**	***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				Council*, or, where appropriate, to the designated ADR contact points notified to the Commission under Article [24] of that Directive. ,	
				_____ *. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj)	
Article 3, first paragraph, point (6a)					
G	175b		***(6a) Article 26 is replaced by the following:***		(6a) Article 26 is replaced by the following:
Article 3, first paragraph, point (6a), amending provision, Article					
G	175c		‘ ***‘Article 26 Enforcement tasks***		‘ ‘Article 26 Enforcement tasks
Article 3, first paragraph, point (6a), amending provision, Article, first paragraph					
Y	175d		***1. The National Enforcement Body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. For this purpose,***		1. The national enforcement body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld.

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		carriers and terminal operators shall provide national enforcement body with relevant documents and information at their request within one month of its request. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body designated to handle complaints as defined in Article 25 paragraph 1.		1-a. The monitoring shall be in accordance with Union law, national standards and applicable rules. It may be based on a factual assessment that takes into account complaints made by passengers under Article 26a, where available, as well as findings of the previous monitoring activities carried out by the national enforcement bodies, information received in accordance with paragraph 1a of this Article and Article 27, as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. Monitoring activities may include audits, inspections, interviews, and the examination of documents. 1a. The national enforcement bodies may request the carriers, travel agents, tour operators or terminal operators to provide documents and information that are relevant for the purposes of carrying out their functions referred to in paragraph 1. Such

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				documents and information shall be provided within one month from the receipt of the request, unless specified otherwise by the national enforcement body. 1b. In carrying out their functions, the national enforcement bodies shall, where relevant, take account of the information submitted to them by the other body designated to handle complaints as defined in Article 26a paragraph 1.
Article 3, first paragraph, point (6a), amending provision, Article, second paragraph				
G 175e		***2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.***		2. Monitoring activities may be performed jointly by national enforcement bodies in the event of services between two or several EU Member States. G
Article 3, first paragraph, point (6a), amending provision, Article, third paragraph				
G 175f		***3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively infringements. National Enforcement Bodies shall be able to take enforcement actions***		3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to take enforcement actions. G

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	CLEAN	Commission Proposal	VS.EC	EP Mandate	VS.EC	Council Mandate	VS.AGR	Coreper mandate
				based on individual complaints as defined in Article 26a.				
Article 3, first paragraph, point (6a), amending provision, Article, fourth paragraph								
G	175g			***4. In the event that the carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall substantiate its claim by providing adequate evidence on those circumstances and related technical issues to the NEB within 48 hours. Furthermore, the carrier shall demonstrate that all reasonable measures were taken to prevent the cancellation or delay of the passenger service or cruise in question.***				4. In the event that the carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall substantiate its claim by providing, upon request from the national enforcement body, all necessary evidence.
Article 3, first paragraph, point (6a), amending provision, Article, fifth paragraph								
Y	175h			***5. Every two years, the national enforcement bodies shall publish reports with statistics on their activity, including on penalties applied by 30 June of the following calendar year. Those reports shall be made available on the website of the European Union Maritime Safety Agency.***				5. By 30 June 2030, and every five years thereafter, the national enforcement bodies shall publish reports on their activities, including, where relevant, on penalties applied. Those reports shall be made available on the website of the European Union Maritime Safety Agency. Until now reporting was every 2 years starting from

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				1/06/2015, which means that the last report was to be submitted in 2025. Moving now to 5-year-cycle, the first date for the report should be 5 years from the previous one to avoid overlaps, so June 2030.
Article 3, first paragraph, point (6a), amending provision, Article, sixth paragraph				
G 175i		***6. The National Enforcement Body shall disseminate such information to the bodies designated for alternative dispute resolution pursuant to this Regulation, where available.***		***deleted*** G
Article 3, first paragraph, point (6a), amending provision, Article, seventh paragraph				
G 175j		***7. On the basis of data which carriers, terminal operators, intermediaries are required to provide on service quality standards as defined in Article 10a, the National enforcement body shall publish statistics concerning the number and nature of complaints, the number of cancellations, denied boardings and delays and their duration and data on lost, delayed or damaged baggage. Carriers shall give their contact details to the national***		7. Carriers, travel agents and tour operators shall give their contact details to the national enforcement body or bodies of the Member States in which they operate. ' G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		enforcement body or bodies of the Member States in which they operate.' ,		
Article 3, first paragraph, point (6b)				
175k		***(6b) the following article is inserted:***		(6b) the following article 26a is inserted:
Article 3, first paragraph, point (6b), amending provision, Article				
175l		' ***Article 26a Complaint handling by national enforcement bodies and other bodies***		Article 26a ' ***Passengers' complaints to designated bodies***
Article 3, first paragraph, point (6b), amending provision, Article, first paragraph				
175m		***1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council , after having complained unsuccessfully to the carrier or terminal operator pursuant to Article 24, the passenger may complain to the national enforcement body or any other body designated under paragraph 1 of Article no later than one year from receiving***		1. Without prejudice to the rights of consumers to seek alternative dispute resolution pursuant to Directive 2013/11/EU, Member States shall designate a body for passenger complaints pursuant to this Regulation. 2. If the body designated under paragraph 1 is different than the national enforcement body designated in Article 25, Member States shall inform the Commission of the body designated in accordance with the

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		information on the rejection of the original complaint by the carrier or terminal operator.		first paragraph. The Commission and the designated body shall publish that information on their websites.
Article 3, first paragraph, point (6b), amending provision, Article, second paragraph				
175n		***2. Any passenger may complain about an alleged infringement of this Regulation at any terminal operator on the territory of a Member State or concerning a passenger service or a cruise, either to the national enforcement body, or to any other body designated by a Member State for that purpose.***		3. Any passenger may, in accordance with national law, submit a complaint to the body designated under paragraph 1, or to any other competent body designated by a Member State, about an alleged infringement of this Regulation. 4. After having complained unsuccessfully to the carrier or terminal operator pursuant to Article 24, the passenger may submit a complaint, in accordance with national law, to the body designated in accordance with paragraph 1. Where no reply is received from the carrier or terminal operator within two months from the date of making the original complaint to the carrier or terminal operator, the passenger shall also have the right to complain to this body.
Article 3, first paragraph, point (6b), amending provision, Article, third paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Y	175o	***3. The national enforcement body or any other body designated under paragraph 2 shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months from the date of the establishment of the complaint file. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with reduced mobility in accessible format.***		5. The body designated under paragraph 1 shall acknowledge receipt of the complaint within two weeks of receiving it. Where this body has the power to issue enforceable decisions in individual cases, it shall provide the passenger with a substantiated reply to their complaint within a reasonable period of time. Where this body does not have such a power, it shall ~~*[issue an opinion or recommendation on the complaint and]*~~ inform the complainant about available means to seek redress including passenger's right to complain to alternative dispute resolution bodies, and inform them of the applicable deadlines.
	Article 3, first paragraph, point (6b), amending provision, Article, fourth paragraph			
Y	175p	***4. Where a complaint relates to alleged infringements by terminal operator, the complaint shall be handled by the national enforcement body or any other body designated under paragraph 2 of the Member State on whose territory the incident occurred.***		6. The obligation under paragraph 4 of informing the complainant about their right to seek redress with alternative dispute resolution body may be fulfilled by referring the passenger to the interactive tool hosting a list of notified ADR entities, maintained by the Commission pursuant to Article 20 of the Directive 2013/11/EU of

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				the European Parliament and of the Council, or, where appropriate, to the designated ADR contact points notified to the Commission under Article 24 of that Directive. 7. The complaint-handling procedure shall be made available to disabled persons or persons with reduced mobility in accessible format.
Article 3, first paragraph, point (6b), amending provision, Article, fifth paragraph				
˅	175q	***5. National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual passenger complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004.***		***deleted*** ˅
Article 3, first paragraph, point (6b), amending provision, Article, sixth paragraph				

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	CLEAN	Commission Proposal	VS.EC	EP Mandate	VS.EC	Council Mandate	VS.AGR	Coreper mandate
Y	175r			***6. Decisions of National Enforcement Bodies or of any other body designated under paragraph 2 shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system.'*** ,				***deleted*** ,
Article 3, first paragraph, point (6c)								
G	175s			***(6c) the following article is inserted:***				***(6c) deleted***
Article 3, first paragraph, point (6c), amending provision, Article								
G	175t			‘ ***Article 26b Inspections of national enforcement bodies***				‘ ***deleted***
Article 3, first paragraph, point (6c), amending provision, Article, first paragraph								
G	175u			***1. The Commission may conduct inspections of national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.***				***deleted***
Article 3, first paragraph, point (6c), amending provision, Article, second paragraph								

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
175v		***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.***		***deleted***
Article 3, first paragraph, point (6c), amending provision, Article, third paragraph				
175w		***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which shall, in its answer, set out the measures taken to remedy the non-compliances identified and address the recommendations.***		***deleted***
Article 3, first paragraph, point (6c), amending provision, Article, fourth paragraph				
175x		***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate.*** ,		***deleted*** ,
Article 3, first paragraph, point (6d)				
175y		***(6d) Article 27 is replaced by the following:***		(6d) Article 27 is replaced by the following:
Article 3, first paragraph, point (6d), amending provision, Article				
175z		‘		‘

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		'Article 27 Exchange of information and cross-border cooperation between national enforcement bodies		'Article 27 Exchange of information and cross-border cooperation between national enforcement bodies
Article 3, first paragraph, point (6d), amending provision, Article, first paragraph				
G 175aa		***Where different bodies are designated under Articles 25 and 26a, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body designated under Article 26a can collect the information necessary to examine individual complaints.'*** ,		1. Where a Member State designates different bodies under Articles 25 and 26a, those bodies shall ensure the exchange of relevant information between them, in accordance with Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body designated under Article 26a can collect the information necessary to examine individual complaints. G
Article 3, first paragraph, point (6d), amending provision, Article, second paragraph				
Y 175ab				2. National enforcement bodies of different Member States shall exchange information on their work and decision-making principles and practices for the Y

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
					purpose of cross-border coordination. The Commission shall support them in that task. '
Article 3, first paragraph, point (7)					
G	176	(7) the following Article 27a is inserted:	(7) the following Article 27a is inserted:	*deleted*	*(7)* the following Article 27a is inserted:
Article 3, first paragraph, point (7), amending provision, first paragraph					
G	177	' Article 27a	' Article 27a	*deleted*	' Article 27a
Article 3, first paragraph, point (7), amending provision, second paragraph					
G	178	Cooperation between Member States and the Commission	Cooperation between Member States and the Commission	*deleted*	Information about suspected practices of non-compliance
Article 3, first paragraph, point (7), amending provision, numbered paragraph (1)					
G	179	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which shall make this information available in electronic form to other Member States.	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which shall make this information available in electronic form to other Member States.	*deleted*	***deleted***
Article 3, first paragraph, point (7), amending provision, numbered paragraph (2)					

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 180	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal operators, port authorities, travel agents, ticket vendors and tour operators and report its findings to the Commission within four months of the request.; ,	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal operators, port authorities, travel agents, ticket vendors and tour operators and report its findings to the Commission within four months of the request.;	*deleted*	The Commission may alert the national enforcement bodies about specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal operators, post authorities, travel agents, ticket vendors and tour operators. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request. The first sub-paragraph shall be without prejudice to the operational independence of the national enforcement bodies. G
Article 3, first paragraph, point (7), amending provision, numbered paragraph (2a)				
G 180a		***2a. The Commission shall support dialogue and promote cooperation between Member States concerning national interpretation and application of this Regulation through the Committee referred to in Article 16a.***		***deleted*** G
Article 3, first paragraph, point (7), amending provision, numbered paragraph (2b)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 180b		***2b. At the request of a Member State, a National Enforcement body, or on its own initiative, the Commission shall examine cases where differences in the application and enforcement of any of the provisions of this Regulation arise.***		***deleted*** G
Article 3, first paragraph, point (7), amending provision, numbered paragraph (2c)				
G 180c		***2c. The Commission may, where appropriate, adopt guidelines with a view to promote common application and, where necessary, propose amendments to this Regulation to the European Parliament and Council under article 27 of this Regulation.*** ,		***deleted*** , G
Article 3, first paragraph, point (7a)				
G 180d		***(7a) Article 28 is replaced by the following :***		(7a) Article 28 is replaced by the following : G
Article 3, first paragraph, point (7a), amending provision, Article				
G 180e		‘ ***‘Article 28 Penalties***		‘ ‘Article 28 Penalties G
Article 3, first paragraph, point (7a), amending provision, Article(1)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	180f		***1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.***		1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.
Article 3, first paragraph, point (7a), amending provision, Article(2)					
Y	180g		***2. In the framework of cooperation referred to in Article 27 the national enforcement body which is competent for the purposes of Article 26a (4) or (5) shall, at the request of the national enforcement body handling the complaint, investigate the infringement of this Regulation identified by that body and, if necessary, impose penalties.'*** ,		2. In the framework of cooperation referred to in Article 27, the national enforcement body, designated under Article 25, or any other competent national authority acting on its behalf may at the request of the body handling the complaint pursuant to Article 26a, investigate an alleged infringement of this Regulation, and, if necessary, impose penalties.' ,
Article 3, first paragraph, point (8)					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Y	181	(8) the following Article 28a is inserted:	(8) the following Article 28a is inserted:	(8) the following Article 28a is inserted:	(8) the following Article 28a is inserted:
Article 3, first paragraph, point (8), amending provision, first paragraph					
Y	182	‘ Article 28a	‘ Article 28a	‘ Article 28a	‘ Article 28a
Article 3, first paragraph, point (8), amending provision, second paragraph					
Y	183	Passenger Rights Committee	Passenger Rights Committee	~~Passenger Rights~~ Committee **procedure**	Committee procedure
Article 3, first paragraph, point (8), amending provision, numbered paragraph (1)					
Y	184	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. _____ 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. ’ _____ 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. The Commission shall be assisted by the committee referred to in Article ~~38~~**26(1)** of Regulation (EU) ~~2021/782[1].~~**…/… of the European Parliament and of the Council[1*]. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011 of the European Parliament and of the Council[**].** _____ 1. **OJ: please insert serial number for** Regulation ~~(EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p~~**contained in document 2023/0436 (COD) and insert the number, date and OJ reference in the corresponding footnote**.~~1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.~~	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. _____ 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			. Regulation (EU) …/… of the European Parliament and of the Council of … on passenger rights in the context of multimodal journeys (OJ L, …,ELI: …).** *. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj).**	
Article 3, first paragraph, point (8), amending provision, numbered paragraph (2)				
185	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.'; '	' 2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.'; ,	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.~~2~~;	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.
Article 3, first paragraph, point (8), amending provision, numbered paragraph (2a)				
185a			**Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply.** ,	Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply. ,

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 3, first paragraph, point (8a)				
185b		***(8a) Article 29 is replaced by the following:***		(8a) Article 29 is replaced by the following:
Article 3, first paragraph, point (8a), amending provision, Article				
185c		‘ ***Article 29*** ***Report***		‘ Article 29 Report
Article 3, first paragraph, point (8a), amending provision, Article, first paragraph				
185d		***Every five years the Commission shall make a report on the implementation of this Regulation to the European Parliament and the Council based in particular on reports from the national enforcement bodies and results from its inspections. The report shall, where necessary, be accompanied by appropriate legislative proposals.*** ’		By ... [5 years from the date of entry into force of this amending Regulation] and every five years thereafter, the Commission shall report the European Parliament and the Council on the operation, enforcement, and the results of this Regulation. The report shall, where necessary, be accompanied by appropriate legislative proposals.
Article 3, first paragraph, point (8a), amending provision, Article, second paragraph				
185e				(8b) The following Article 29a is inserted:
Article 3, first paragraph, point (8a), amending provision, Article, third paragraph				
185f				Article 29a Review of service quality standards

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 3, first paragraph, point (8a), amending provision, Article, fourth paragraph				
Y 185g				1. By ... [five years after the date of application of enforcement Regulation], the Commission shall carry out a comprehensive evaluation of all service quality standards referred to in this Regulation. Y
Article 3, first paragraph, point (8a), amending provision, Article, fifth paragraph				
Y 185h				2. That evaluation shall examine in particular: Y
Article 3, first paragraph, point (8a), amending provision, Article, sixth paragraph				
Y 185i				(a) measurable benefits for passengers, in particular persons with disabilities and persons with reduced mobility, enabled in this Regulation, including in the context of different extents of service quality standards in other modes of transport; Y
Article 3, first paragraph, point (8a), amending provision, Article, seventh paragraph				
Y 185j				(b) effectiveness of such standards when compared to operational obligations or other measures with the potential to achieve comparable results for passengers, in terms of cost-efficiency, proportionality and Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				administrative burdens incurred on market actors and authorities.
Article 3, first paragraph, point (8a), amending provision, Article, eighth paragraph				
185k				3. On the basis of the findings in this evaluation, the Commission may, where appropriate, submit a legislative proposal to adjust service quality standards in this Regulation accordingly. ’
Article 3, first paragraph, point (8b)				
185l				(8b) Annex II is replaced by the following:
Article 3, first paragraph, point (8b), amending provision, first paragraph				
185m				‘ ANNEX II ASSISTANCE IN PORTS, INCLUDING EMBARKATION AND DISEMBARKATION, AS REFERRED TO IN ARTICLES 10 AND 13 1. Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to: — communicate their arrival at a port terminal or, if possible, a

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				port and their request for assistance, — move from an entry point to the check-in counter, if any, or to the ship, — check in and register baggage, if necessary, — proceed from the check-in counter, if any, to the ship, through emigration and security points, — embark the ship, with the provision of lifts, wheelchairs or other assistance needed, as appropriate, — proceed from the ship door to their seats/area, — store and retrieve baggage on the ship, — proceed from their seats to the ship door, — disembark from the ship, with the provision of lifts, wheelchairs or other assistance needed, as appropriate, — retrieve baggage, if necessary, and proceed through immigration and customs points, — proceed from the baggage hall or the disembarkation point to a designated point of exit,

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				— if required, make their way to the toilet facilities (if any). 2. Where a disabled person or person with reduced mobility is assisted by an accompanying person, that person must, if requested, be allowed to provide the necessary assistance in the port and with embarking and disembarking. 3. Handling of all necessary mobility equipment, including equipment such as electric wheelchairs. 4. Temporary replacement of damaged or lost mobility equipment with equipment which is a suitable alternative. 5. Complaints and compensation procedure for damaged or lost mobility equipment. 6. Ground handling of recognised assistance dogs, when relevant. 7. Communication, in accessible formats, of information needed to embark and disembark, including: — general guidance on minimum presentation time at the designated meeting points within the port and on minimum connecting times between port terminals,

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				— safety provisions applied, — accessibility of the terminal. ,
Article 3, first paragraph, point (8c)				
185n				(8c) Annex III is replaced by the following:
Article 3, first paragraph, point (8c), amending provision, first paragraph				
185o				‘ ANNEX III ASSISTANCE ON BOARD SHIPS AS REFERRED TO IN ARTICLES 10 AND 13 1. Carriage of recognised assistance dogs on board the ship, subject to national regulations. 2. Carriage of medical equipment and of the mobility equipment necessary for the disabled person or person with reduced mobility, including electric wheelchairs. 3. Information on complaints and compensation procedures for damaged or lost equipment. 4. Communication, in accessible formats, of essential information concerning a route

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				and the accessibility of the means of transport. 5. Conditions under which the transport service may be refused. 6. Making all reasonable efforts to arrange seating to meet the needs of disabled persons or persons with reduced mobility on request and subject to safety requirements and availability. 7. If required, assistance in moving to toilet facilities (if any). 8. Conditions under which an accompanying person is required. 9. Where a disabled person or person with reduced mobility is assisted by an accompanying person, the carrier shall make all reasonable efforts to give such person a seat or a cabin next to the disabled person or person with reduced mobility. ,
Article 3, first paragraph, point (9)				
G 186	(9) Annex III to this Regulation is added as Annex V.	(9) Annex III to this Regulation is added as Annex V.	*deleted*	***(9)*** ***deleted*** G
Article 4				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	187	Article 4 Amendments to Regulation (EU) No 181/2011	Article 4 Amendments to Regulation (EU) No 181/2011	Article 4 Amendments to Regulation (EU) No 181/2011	Article 4 Amendments to Regulation (EU) No 181/2011
	Article 4, first paragraph				
G	188	Regulation (EU) No 181/2011 is amended as follows:	Regulation (EU) No 181/2011 is amended as follows:	Regulation (EU) No 181/2011 is amended as follows:	Regulation (EU) No 181/2011 is amended as follows:
	Article 4, first paragraph, point (-1)				
Y	188a			**(-1) in Article 2, paragraph 2 is replaced by the following:**	(-1) in Article 2, paragraph 2 is replaced by the following:
	Article 4, first paragraph, point (-1), amending provision, first paragraph				
Y	188b			‘ **2. As regards the services referred to in paragraph 1 of this Article, but where the scheduled distance of the service is shorter than 250 km, Article 4(2), Article 9, Article 10(1), Article 16(1), point (b), Article 16(2), Article 17(1) and (2), Article 24, Article 25, Article 25a insofar as it refers to information referred to in Articles 24 and 25, Articles 26 to 28 and Articles 28b and 28c shall apply.** ’	‘ 2. As regards the services referred to in paragraph 1 of this Article, but where the scheduled distance of the service is shorter than 250 km, Article 4(2), Article 9, Article 10(1), Article 13a, Article 16(1), point (b), Article 16(2), Article 17(1) and (2), Article 24, Article 25, Article 25a insofar as it refers to information referred to in Articles 24 and 25, Article 26, Article 28, Article 29 and Article 29a shall apply. ’
	Article 4, first paragraph, point (-1a)				

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188c		***(-1) In Article 3(1), the following point is added :*** Consider to correct with "points are"	**(-1a) in Article 3, the following definition is added:**	(-1a) in Article 3, the following definitions are added:
Article 4, first paragraph, point (-1a), amending provision, first paragraph				
188d		‘ ***(qa) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.***	‘ **(r) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.** ’	‘ (r) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.
Article 4, first paragraph, point (-1a), amending provision, second paragraph				
188e		***(qb) ‘accessible format’ means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the***		(qb) ‘accessible format’ means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive

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		applicable law, in particular with Annex I to Directive (EU) 2019/882		(EU) 2019/882 of the European Parliament and of the Council; To be aligned with definition agreed in Airpax
Article 4, first paragraph, point (-1a), amending provision, third paragraph				
Y	188f	***(qc) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights.'*** ,		***deleted***
Article 4, first paragraph, point (-1a), amending provision, fourth paragraph				
Y	188g			The following Article 13a is inserted:
Article 4, first paragraph, point (-1a), amending provision, fifth paragraph				
Y	188h			Article 13a Service quality standards for assistance
Article 4, first paragraph, point (-1a), amending provision, sixth paragraph				
Y	188i			Carriers that do not qualify as small or medium-sized enterprises within the meaning of Commission Recommendation 2003/361/EC, and, where relevant, terminal managing bodies of terminals referred to in Article 12, shall establish and

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				make publicly available, including in an accessible format, service quality standards for assistance to the disabled persons and persons with reduced mobility, covering at least the matters set out in Annex III. They shall monitor their performance in accordance with those standards and shall, upon request, provide the national enforcement body or bodies with information on that performance. '
Article 4, first paragraph, point (1)				
G 189	(1) the following Article 19a is inserted:	(1) the following Article 19a is inserted:	(1) the following Article 19a is inserted:	(1) the following Article 19a is inserted: G
Article 4, first paragraph, point (1), amending provision, first paragraph				
G 190	‘ Article 19a	‘ Article 19a	‘ Article 19a	‘ Article 19a G
Article 4, first paragraph, point (1), amending provision, second paragraph				
G 191	Common form for reimbursement and compensation requests	Common form for reimbursement and compensation requests	~~Common form for~~**Submission of** reimbursement and compensation requests	Submission of reimbursement and compensation requests G
Article 4, first paragraph, point (1), amending provision, numbered paragraph (-1)				
G 191a			**-1. Carriers shall clearly inform passengers of the**	***deleted*** G

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			process of requesting reimbursement and compensation under Article 19.	
Article 4, first paragraph, point (1), amending provision, numbered paragraph (-1a)				
G 191b	2. The passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Carriers shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so. Moved reference text		~~2~~ **-1a**. ~~The~~ Passengers shall have the right to submit their requests **for reimbursement or compensation** using the common form referred to in paragraph 1**, the form provided by the carrier in accordance with paragraph 3 or by other means**. Carriers shall not reject a request ~~for reimbursement or compensation solely~~ on the grounds that the passenger has not used ~~that form.~~ **the common form referred to in paragraph 1 or the form provided by the carrier in accordance with paragraph 3, or has sent the form by other means than electronic means referred to in paragraph 3.** **Passengers shall have the right to submit their request in at least the language of the booking.**	***deleted*** G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			If a request is not sufficiently precise, the carrier shall ask the passenger to clarify **and complete** the request ~~and shall assist the passenger in doing so~~. Copy-Delete: row 193	
Article 4, first paragraph, point (1), amending provision, numbered paragraph (1)				
G	192	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under Article 19 of this Regulation. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782[1]. 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under Article 19 of this Regulation. That common form shall be established in ~~*a format which is*~~***an*** accessible ~~*to persons with disabilities and persons with reduced mobility*~~***format and available in all Union languages***. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782[1]. 1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests under Article 19 ~~of this Regulation~~. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article ~~38 (2) of Regulation (EU) 2021/782[1]~~**31a(2). The Commission shall make the common form available in all official languages of the Union on its website**. ~~1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172,~~	1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation requests (the 'common form') under Article 19. That common form shall be established in an accessible format. The Commission shall make the common form available in all official languages of the Union on its website. The implementing act shall be adopted in accordance with the examination procedure referred to in Article 31a (2). G

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			~~17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.~~	
Article 4, first paragraph, point (1), amending provision, numbered paragraph (1a)				
G 192a		***1a. Carriers shall automatically send to passengers the common form for reimbursement and compensation requests as defined in paragraph 1 in the case of a cancellation or a delay in departure as defined in Article 19.***	**1a. Carriers shall, where possible and without undue delay, establish, and transmit to passengers, a form for reimbursement and compensation requests under Article 19, or provide a link allowing a direct access to that form or to the common form referred to in paragraph 1 of this Article.** Content copied from line 193a	1a. Following travel disruption, carriers shall, where possible and without undue delay, provide to passengers a common form as referred to in paragraph 1, or a link allowing a direct access to that form. 1b. The requirement set out in paragraph 1a shall not apply to carriers who make use of other means of communication allowing passengers to request reimbursement or compensation, such as a carrier's own electronic form made available on its website, a paper form or a mobile application, provided that such means offer, in an accessible format, the choice and information set out in the common form and are available in at least the language of the booking.
Article 4, first paragraph, point (1), amending provision, numbered paragraph (2)				
G 193	2. The passengers shall have the right to submit their requests using the common form referred	2. ~~The~~ Passengers shall have the right to submit their requests ***for compensation or***	*deleted*	*2.* Passengers shall have the right to submit their requests for reimbursement or compensation

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	to in paragraph 1. Carriers shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so.	***reimbursement*** using the common form referred to in paragraph 1 ***or by other means***. Carriers shall not reject a request ~~*for reimbursement or compensation*~~ solely on the grounds that the passenger has not used ~~*that form*~~***the common form referred to in paragraph 1. Passengers shall have the right to submit their request in at least the language of the booking and in the language internationally accepted in this field***. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify ***or complete*** the request and shall ***duly motivate the request for additional information and*** assist the passenger in doing so.	*Copy-Delete: row 193*	using the forms provided by the carrier in accordance with paragraphs 1a and 1b, or by other means. Carriers shall not reject a request on the grounds that the passenger has not used the common form or the form provided in accordance with paragraph 1b, or has sent the form by other means than electronic means. Passengers shall have the right to submit their request in at least the language of the booking. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify or complete the request. If requested additional information is outside the scope of standard information covered by the common form, the carrier shall duly motivate its request.
Article 4, first paragraph, point (1), amending provision, numbered paragraph (2a), first subparagraph				
G 193a			**3. Carriers shall, where possible and without undue delay, establish, and transmit to passengers, a form for reimbursement and compensation requests under Article 19, or provide a link**	***deleted*** G

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			allowing a direct access to that form or to the common form referred to in paragraph 1 of this Article.	
Article 4, first paragraph, point (1), amending provision, numbered paragraph (3)				
G 194	3. Carriers shall have electronic means for passengers on their website, such as an e-mail address, to which requests under paragraph 1 may be sent. This requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation exist, such as a form on a website or mobile applications, provided that such means offer the choice and information set out in the common form and are available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.	3. ***Without prejudice to paragraph 1a,*** carriers shall ~~*have*~~***provide clear information on their websites regarding the different*** electronic means ~~*for passengers on their website, such as an e-mail address, to which requests under paragraph 1 may be sent. This requirement shall not apply where other electronic means of communication allowing*~~***that allow*** passengers to request reimbursement or compensation~~ exist~~, such as ~~*a form on a website*~~***an e-mail address, electronic forms*** or mobile applications, ~~*provided that such means offer the choice and information set out in the common form and are available in an official language of the Union and in the language internationally accepted in this field*~~***to which requests may be sent***. When using such means, passengers shall not be prevented from providing	Carriers shall ~~have electronic means for passengers~~**provide details** on their website, such as an e-mail address, to which **reimbursement or compensation** requests ~~under paragraph 1~~ may be sent **by electronic means. That**~~. This~~ requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation exist, such as ~~a form~~**the form referred to in the first subparagraph of this paragraph, available** on a website or mobile applications, provided that such means offer**, in an accessible format,** the choice and information set out in the common form **referred to in paragraph 1** and are available in ~~an official~~**at least the** language of the ~~Union and in the language internationally accepted in this~~	3. Without prejudice to paragraphs 1a and 1b, carriers shall provide clear information on their websites regarding different electronic means that allow passengers to request reimbursement or compensation, such as an e-mail address, electronic forms or mobile applications. When passengers submit their request through electronic means, they shall receive an electronic confirmation as proof that such a request has been submitted. G

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		information in any of the languages of the Union. ***Regardless of the electronic mean used, passengers shall be provided with electronic confirmation as proof that such a request has been submitted.***	~~field~~**booking**. ~~When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.~~ ,	
Article 4, first paragraph, point (1), amending provision, numbered paragraph (4)				
195	4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Article 28(1) and (3) shall ensure that passengers have access to the common form.; ’	4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Article 28(1) and (3) shall ensure that passengers have access to the common form.; ’	*deleted*	***deleted*** ,
Article 4, first paragraph, point (2)				
196	(2) Article 20 is amended as follows:	(2) Article 20 is amended as follows:	(2) Article 20 is amended as follows:	(2) Article 20 is amended as follows:
Article 4, first paragraph, point (2)(a)				
197	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:	(a) paragraph 1 is replaced by the following:
Article 4, first paragraph, point (2)(a), amending provision, numbered paragraph (1)				
198	‘ 1. In the event of cancellation or delay in departure of a regular service, passengers	‘ 1. In the event of cancellation or delay in departure of a regular service, passengers	‘ 1. In the event of cancellation or delay in departure of a regular service, passengers	‘ 1. In the event of cancellation or delay in departure of a regular service, passengers

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	departing from terminals shall be informed by the carrier or, where appropriate, the terminal managing body, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as this information is available.;	departing from terminals shall be informed by the carrier or, where appropriate, the terminal managing body, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as this information is available.;	departing from terminals shall be informed by the carrier or, where appropriate, the terminal managing body, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as this information is available.;	departing from terminals shall be informed by the carrier or, where appropriate, the terminal managing body, of the situation and of their passenger rights under this Regulation as soon as possible and in any event no later than 30 minutes after the scheduled departure time, and of the estimated departure time as soon as this information is available.;
Article 4, first paragraph, point (2)(a), amending provision, numbered paragraph (1a)				
Y 198a		***1a. Carriers and intermediaries which are SMEs shall be exempted from the provisions on real-time information under this Article, in particular with regard to the time limit of 30 minutes.***		***deleted***
Article 4, first paragraph, point (2)(b)				
G 199	(b) paragraph 4 is replaced by the following:	(b) paragraph 4 is replaced by the following:	(b) paragraph 4 is replaced by the following:	***deleted***
Article 4, first paragraph, point (2)(b), amending provision, numbered paragraph (4)				
G 200	‘ 4. The information required under paragraphs 1 and 2 shall	‘ 4. The information required under paragraphs 1 and 2 shall	‘ 4. The information required under paragraphs 1 and 2 shall	‘ ***deleted***

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	also be provided by electronic means to all passengers, including those departing from bus stops, within the time-limit provided in paragraph 1, if the passenger has agreed to it and has provided the necessary contact details to the carrier or, where appropriate, to the terminal managing body, when purchasing the ticket.;	also be ***also*** provided by electronic means to all passengers, including those departing from bus stops, within the time-limit provided in paragraph 1, ~~*if the passenger has agreed to it and has provided the necessary*~~***via the*** contact details ~~*to*~~***shared with*** the carrier or, where appropriate, to the terminal managing body, when purchasing the ticket.;	also be provided by electronic means to all passengers, including those departing from bus stops, within the time-limit provided in paragraph 1, if the passenger has agreed to it and has provided the necessary contact details to the carrier or, where appropriate, to the terminal managing body, when purchasing the ticket.~~;~~	
Article 4, first paragraph, point (2a)				
200a		***(2a) Article 21 is replaced by the following:***		***(2a) deleted***
Article 4, first paragraph, point (2a), amending provision, Article				
200b		‘***Article 21 Assistance in case of cancelled or delayed departures***		***deleted***
Article 4, first paragraph, point (2a), amending provision, Article, first paragraph				
200c		***1. For a journey of a scheduled duration of more than 3 hours the carrier shall, in case of cancellation or delay in departure from a terminal of more than 90 minutes, offer the passenger free of charge:***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		(a) snacks, meals or refreshments in reasonable relation to the waiting time or delay, provided they are available on the bus or in the terminal, or can reasonably be supplied; ***(b) a hotel room or other accommodation as well as assistance to arrange transport between the terminal and the place of accommodation in cases where a stay of 1 or more nights becomes necessary. For each passenger, the carrier may limit the total cost of accommodation, not including transport to and from the terminal and place of accommodation, to EUR 80 per night and for a maximum of 2 nights.*** ***In applying this Article the carrier shall pay particular attention to the needs of disabled persons and persons with reduced mobility and any accompanying persons.***		
Article 4, first paragraph, point (2a), amending provision, first paragraph				
G	200d	***1a. Assistance must be provided proactively, without requiring a request from the passenger. It shall be offered in***		***deleted*** G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			accessible formats and in the language of booking, including through announcements, SMS, and digital notifications.		
Article 4, first paragraph, point (2a), amending provision, third paragraph					
G	200e		***1b. Special attention must be paid to the needs of passengers with disabilities, reduced mobility, older persons, children, and other vulnerable travellers. Assistance shall be inclusive, dignified, and respect personal autonomy.***		***deleted***
Article 4, first paragraph, point (2a), amending provision, fourth paragraph					
G	200f		***1c. National Enforcement Bodies shall actively monitor compliance with this Article and impose sanctions for repeated failures, under Article 28.'*** ,		***deleted*** ,
Article 4, first paragraph, point (3)					
Y	201	(3) the title of Chapter V is replaced by 'General rules, quality of service and complaints';	(3) the title of Chapter V is replaced by 'General rules, quality of service and complaints';	(3) the title of Chapter V is replaced by ~~'General rules, quality of service and complaints';~~**the following:**	***deleted***
Article 4, first paragraph, point (3), amending provision, Chapter I					
Y	201a			**Chapter V** '	***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate		VS.AGR Coreper mandate	
				General rules, quality of service and complaints '			
Article 4, first paragraph, point (4)							
G	202	(4) Article 24 is amended as follows:	(4) Article 24 is amended as follows:	(4) Article 24 is ~~amended as follows~~**replaced by the following**:		(4) Article 24 is replaced by the following:	G
Article 4, first paragraph, point (4)(-a)(i)							
G	202a			**Article 24** ' **Right to travel information**		' Article 24 Right to travel information	G
Article 4, first paragraph, point (4)(-a)(i), first indent							
G	202b	' Carriers and terminal managing bodies shall, within their respective areas of competence, provide passengers with adequate information throughout their travel in formats which are accessible to all and in the same languages as those in which information is generally made available to all passengers.; ' Moved reference text		Carriers and terminal managing bodies shall, within their respective areas of competence, provide passengers with adequate information throughout their travel in formats which are accessible to all and in the same languages as those in which information is generally made available to all passengers.~~;~~ ' Copy-Delete: row 204		Carriers and terminal managing bodies shall, within their respective areas of competence, provide passengers with adequate information throughout their travel in formats which are accessible to all and in the same languages as those in which information is generally made available to all passengers. This information shall be provided by electronic means, where technically possible. '	G
Article 4, first paragraph, point (4)(a)							

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
203	(a) the first sentence is replaced by the following:	(a) the first sentence is replaced by the following:	*deleted*	***deleted***
Article 4, first paragraph, point (4)(a), amending provision, first paragraph				
204	‘Carriers and terminal managing bodies shall, within their respective areas of competence, provide passengers with adequate information throughout their travel in formats which are accessible to all and in the same languages as those in which information is generally made available to all passengers.;’	‘Carriers and terminal managing bodies shall, within their respective areas of competence, provide passengers with adequate information throughout their travel in formats which are accessible to all and in the same languages as those in which information is generally made available to all passengers.~~;~~ ***This information shall be provided by electronic means, where technically possible. Where providing such information by electronic means is not feasible, carriers shall ensure direct assistance to passengers such as availability of a physical point of contact.***’	*deleted* *Copy-Delete: row 204*	‘***deleted***’
Article 4, first paragraph, point (4)(b)				
205	(b) the second sentence is deleted;	(b) the second sentence is deleted;	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 4, first paragraph, point (5)				
206	(5) in Article 25, paragraph 1 is replaced by the following:	(5) in Article 25, paragraph 1 is replaced by the following:	(5) in Article 25, paragraph 1 is replaced by the following:	(5) in Article 25, paragraph 1 is replaced by the following:
Article 4, first paragraph, point (5), amending provision, numbered paragraph (1), first subparagraph				
207	‘ 1. When selling tickets for bus and coach services, carriers and terminal managing bodies shall, within their respective areas of competence, ensure that passengers are provided with:	‘ 1. When selling tickets for bus and coach services, carriers and terminal managing bodies shall, within their respective areas of competence, ensure that passengers are provided with:	‘ 1. When selling tickets for bus and coach services, carriers and terminal managing bodies shall, within their respective areas of competence, ensure that passengers are provided with **the following**:	‘ 1. When selling tickets for bus and coach services, carriers and terminal managing bodies shall, within their respective areas of competence, ensure that passengers are provided with the following:
Article 4, first paragraph, point (5), amending provision, numbered paragraph (1), first subparagraph, point (a)				
208	(a) appropriate and comprehensible information regarding their rights and obligations under this Regulation,	(a) appropriate and comprehensible information regarding their rights and obligations under this Regulation,	(a) appropriate and comprehensible information regarding their rights and obligations under this Regulation,	(a) appropriate and comprehensible information regarding their rights and obligations under this Regulation,
Article 4, first paragraph, point (5), amending provision, numbered paragraph (1), first subparagraph, point (b)				
209	(b) contact details of carriers or, where appropriate, terminal managing bodies,	(b) contact details of carriers or, where appropriate, terminal managing bodies,	(b) contact details of carriers or, where appropriate, terminal managing bodies,	(b) contact details of carriers or, where appropriate, terminal managing bodies,
Article 4, first paragraph, point (5), amending provision, numbered paragraph (1), first subparagraph, point (c)				
210	(c) contact details of the enforcement body or bodies designated by the Member State pursuant to Article 28(1).	(c) contact details of the enforcement body or bodies designated by the Member State pursuant to Article 28(1).	(c) contact details of the enforcement body or bodies designated by the Member State pursuant to Article 28(1).	(c) contact details of the enforcement body or bodies designated by the Member State pursuant to Article 28(1).
Article 4, first paragraph, point (5), amending provision, numbered paragraph (1), second subparagraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate		VS.AGR Coreper mandate
G	211	This information shall also be provided by electronic means if feasible including at terminals and, where applicable, on the Internet. At the request of a person with disabilities or person with reduced mobility the information shall be provided, where feasible, in an accessible format.; ’	This information shall also be provided by electronic means ~~*if feasible including*~~***via the passenger contact details shared with the carrier or, where appropriate, to the terminal operator, when purchasing the ticket. This information shall also be displayed via electronic means*** at terminals and, where applicable, on the Internet. At the request of a person with disabilities or person with reduced mobility the information shall be provided~~*, where feasible,*~~ in an accessible format.~~*;*~~ ’	~~This~~**The** information **referred to in the first subparagraph** shall also be provided by electronic means if feasible including at terminals and, where applicable, on the Internet. At the request of a person with disabilities or person with reduced mobility ~~the~~**that** information shall be provided, where feasible, in an accessible format.~~;~~ ’		The information referred to in the first subparagraph shall also be provided by electronic means, if technical possible, and feasible including at terminals and, where applicable, on the Internet. At the request of a person with disabilities or person with reduced mobility that information shall be provided in an accessible format. ’	G
Article 4, first paragraph, point (6)							
G	212	(6) the following Article 25a is inserted:	(6) the following Article 25a is inserted:	(6) the following Article 25a is inserted:		(6) the following Article 25a is inserted:	G
Article 4, first paragraph, point (6), amending provision, first paragraph							
G	213	‘ Article 25a	‘ Article 25a	‘ Article 25a		‘ Article 25a	G
Article 4, first paragraph, point (6), amending provision, second paragraph							
G	214	Means of communication with passengers	Means of communication with passengers	Means of communication with passengers		Means of communication with passengers	G
Article 4, first paragraph, point (6), amending provision, third paragraph							
G	215	The information referred to in Article 20, Article 24 and Article	The information ***and the correspondence*** referred to in	The information referred to in ~~Article 20, Article~~**Articles 20 and**		The information referred to in Article 20, Article 24 and Article	G

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	25(1) shall be provided in the most appropriate format, where technically possible by electronic means.	Article 20, Article 24 and Article 25(1) shall be provided ~~*in the most appropriate format*~~***by electronic means***, where technically possible ~~*by electronic means*~~***and in accesible format***.	24 and Article 25(1)**, as applicable,** shall be provided in the most appropriate format, where technically possible by electronic means.	25(1), as applicable, shall be provided by electronic means, where technically possible and in accessible format.
Article 4, first paragraph, point (6), amending provision, fourth paragraph				
G 216	Where information is provided by electronic means of communication, carriers, terminal managing bodies, ticket vendors, travel agents and tour operators shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.; '	Where information is provided by electronic means of communication, carriers, terminal managing bodies, ticket vendors, travel agents and tour operators shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. ***The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal operators, travel agents and ticket vendor.*** All means of communication shall enable the passenger to contact them quickly and communicate efficiently.***'***; '	Where information is provided by electronic means of communication, carriers, terminal managing bodies, ticket vendors~~,~~ **and** travel agents ~~and tour operators~~ shall ensure that ~~the passenger can keep~~ any written correspondence, including the date and time of such correspondence, ~~on a durable medium~~**can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal managing bodies, ticket vendors and travel agents**. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.~~;~~ '	Where information is provided by electronic means of communication, carriers, terminal managing bodies, ticket vendors, travel agents and tour operators shall ensure that any written correspondence, including the date and time of such correspondence, can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal managing bodies, ticket vendors and travel agents. All means of communication shall enable the passenger to contact them quickly and communicate efficiently. ' G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 4, first paragraph, point (6a)				
216a		***(6a) Article 26 is replaced by the following:***		(6a) Article 26 is replaced by the following:
Article 4, first paragraph, point (6a), amending provision, Article				
216b		‘***‘Article 26 Complaint-handling***’		Article 26 ‘ Complaint to the carriers Current R181 foresees only complaints to carriers, so PCY maintained this approach when aligning the provisions
Article 4, first paragraph, point (6a), amending provision, point (1)				
216c		***1. Each carriers and terminal operator shall set up an accessible complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. At the time of booking, they shall provide information to passengers on the complaint handling processes and the relevant time limits under this Article. Information on complaint handling shall also be accessible on the carriers' websites and applications and shall be communicated in the email that notifies any event that***		1. Carriers shall set up a complaint-handling mechanism for the rights and obligations under their responsibility covered by this Regulation. ~~*Carriers shall provide information on the complaint-handling process to passengers at the time of booking. At the request of a disabled person or person with reduced mobility that information shall be provided, where feasible, in an accessible format.*~~ 2. Passengers may submit a complaint to any carrier via the mechanisms referred to in

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		could give rise to the rights enshrined in this Regulation. ***2. Passengers may submit a complaint to any carriers or terminal operators regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year from the date on which the service was performed or when a service should have been performed .*** ***3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within two month of receiving the complaint, the addressee shall provide a reasoned answer to the passenger. Where the addressee does not provide that full answer within that two-month period, it shall be deemed to have accepted the passenger's claims.*** ***4. With the reasoned answer, the addressee shall also communicate to the passenger concerned the relevant contact details of the National***		paragraph 1. Such a complaint shall be submitted within three months from the date on which the service was performed or when a service should have been performed. 3. Within seven working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within one month of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that they will receive a final reply within a period of less than three months from the date of receipt of the complaint. 4. The final reply shall also contain the relevant contact details of the body or bodies responsible for the handling of complaints under Article 29a. This obligation may be fulfilled by referring the passenger to the list of complaint handling bodies made available by the Commission.

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		enforcement body or other body as defined in Article 28 paragraph 1 , including its postal address, phone number, email address and website address. ***5. On receipt of the reasoned answer from the air carrier or the intermediary, the passenger concerned may complaint to any national enforcement body and/or to any national out-of-court dispute resolution body designated under Art 16 within a time limit, which shall be set in advance at not less than one year from the date on which the passenger submitted the complaint to the air carrier or the intermediary concerned.*** ***6. The burden of proof regarding the provision of the requisite information to passengers shall be on the air carrier and the intermediary.*** ***7. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the language***		5. The burden of proof regarding the provision of the requisite information to passengers shall be on the carrier. ***6. Details of the complaint-handling procedure shall be made available to the public, including to disabled persons and persons with reduced mobility, in accessible format.*** , Wording aligned with similar provisions in Article 3 related to R. 1177

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			of the booking reservation and in the language internationally accepted in this field. "		
Article 4, first paragraph, point (7)					
G	217	(7) the following Article 26a is inserted:	(7) the following Article 26a is inserted:	*deleted*	***(7)*** ***deleted***
Article 4, first paragraph, point (7), amending provision, first paragraph					
G	218	‘ Article 26a	‘ Article 26a	*deleted*	‘ ***deleted***
Article 4, first paragraph, point (7), amending provision, second paragraph					
G	219	Service quality standards	Service quality standards	*deleted*	***deleted***
Article 4, first paragraph, point (7), amending provision, numbered paragraph (1)					
G	220	1. Carriers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex III.	1. Carriers***, which are not SMEs,*** shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex III.	*deleted*	***deleted***
Article 4, first paragraph, point (7), amending provision, numbered paragraph (2)					
G	221	2. Carriers shall monitor their performance as reflected in the service quality standards.	2. Carriers***, which are not SMEs,*** shall monitor their performance as reflected in the	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	They shall publish a report on their service quality performance on the Internet by [2 years after the day on which this Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.	service quality standards. They shall publish a report on their service quality performance on the Internet by [2 years after the day ~~on which~~***of application of*** this Regulation ~~***becomes applicable***~~], and every two years thereafter. This report shall not contain personal data.		
Article 4, first paragraph, point (7), amending provision, numbered paragraph (3)				
G 222	3. Terminal managing bodies shall establish service quality standards based on the relevant items listed in Annex III. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.; ,	3. Terminal managing bodies shall establish service quality standards based on the relevant items listed in Annex III. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to the national public authorities on request.; ,	*deleted*	***deleted*** , G
Article 4, first paragraph, point (7a)				
G 222a		***(7a) Article 27 is deleted;***		(7a) Article 27 is deleted; G
Article 4, first paragraph, point (7b)				
G 222b		***(7b) Article 28 is replaced by the following:***		(7b) Article 28 is replaced by the following: G
Article 4, first paragraph, point (7b), amending provision, point (1)				
G 222c		‘		‘ G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		Article 28 ***Designation of national enforcement bodies***		Article 28 Designation of national enforcement bodies
Article 4, first paragraph, point (7b), amending provision, first paragraph				
G	222d	***1. Each Member State shall designate a National Enforcement Body or bodies responsible for the enforcement of this Regulation as regards regular services from points situated on its territory and regular services from a third country to such points passenger services.***		1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards regular services from points situated on its territory and regular services from a third country to such points.
Article 4, first paragraph, point (7b), amending provision, third paragraph				
G	222e	***2. Each body shall take the measures necessary to ensure that the rights of passengers are respected.***		***deleted***
Article 4, first paragraph, point (7b), amending provision, fourth paragraph				
G	222f	***3. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any carrier or terminal operator or any other commercial interests***		2. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any carrier, tour operator, terminal managing body or any other commercial interests.
Article 4, first paragraph, point (7b), amending provision, fifth paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 222g		***4. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities. The Commission and the bodies designated shall publish that information on their websites.'*** ,		3. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities, including any changes thereof. The Commission and the bodies designated shall publish that information on their websites. ,
Article 4, first paragraph, point (8)				
Y 223	(8) the following Articles 28a, 28b and 28c are inserted:	(8) the following Articles 28a, 28b and 28c are inserted:	(8) the following Articles ~~28a,~~ 28b and 28c are inserted:	***(8) deleted*** Entire amendment to be deleted, because Articles are either incorporated elsewhere or deleted all together
Article 4, first paragraph, point (8), amending provision, first paragraph				
G 224	' Article 28a	' Article 28a	*deleted*	' ***deleted***
Article 4, first paragraph, point (8), amending provision, second paragraph				
G 225	Risk-based approach to the monitoring of compliance with passenger rights	***Tasks of national enforcement bodies related to*** risk-based approach ~~*to the*~~***concerning*** monitoring of compliance with passenger rights	*deleted*	***deleted***
Article 4, first paragraph, point (8), amending provision, numbered paragraph (1)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 226	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of carriers, terminal managing bodies, travel agents, ticket vendors and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of carriers, terminal managing bodies, travel agents, ticket vendors and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	*deleted*	***deleted*** G
Article 4, first paragraph, point (8), amending provision, numbered paragraph (2)				
G 227	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 28b (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 28b (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	*deleted*	***deleted*** G

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	CLEAN	Commission Proposal	VS.EC	EP Mandate	VS.EC	Council Mandate	VS.AGR	Coreper mandate
Article 4, first paragraph, point (8), amending provision, numbered paragraph (3)								
G	228	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.		3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.		*deleted*		***deleted***
Article 4, first paragraph, point (8), amending provision, numbered paragraph (4)								
G	229	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified.		4. Compliance monitoring activities shall be based on the assessment of risks ~~and~~***that could be*** carried out by means of audits, inspections, interviews, verifications and examination of documents ***and discussions*** as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be proportionate to the risks identified~~.~~		*deleted*		***deleted***
Article 4, first paragraph, point (8), amending provision, numbered paragraph (5)								
G	230	5. National enforcement bodies shall ensure the swift rectification of non-compliance by carriers, terminal managing bodies, travel agents, ticket vendors and tour operators as identified during their monitoring activities. They shall require carriers to submit an action plan		5. National enforcement bodies shall ensure the swift rectification of non-compliance by carriers, terminal managing bodies, travel agents, ticket vendors and tour operators as identified during their monitoring activities. They shall require carriers to submit an action plan		*deleted*		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	to remedy non-compliance, as appropriate.	to remedy non-compliance, as appropriate.		
Article 4, first paragraph, point (8), amending provision, numbered paragraph (5a)				
G 230a		***5a. If action plans are deemed insufficient, or if non-compliance necessitates an immediate action, National Enforcement Bodies may take enforcement actions as defined in Article 29.***		***deleted*** G
Article 4, first paragraph, point (8), amending provision, numbered paragraph (6)				
G 231	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 29.	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 29.	*deleted*	***deleted*** G
Article 4, first paragraph, point (8), amending provision, ninth paragraph				
G 232	Article 28b	*deleted*	‘ Article 28b	***deleted*** G
Article 4, first paragraph, point (8), amending provision, tenth paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	233	Sharing of information with national enforcement bodies	*deleted*	Sharing of information with national enforcement bodies	***deleted***
	Article 4, first paragraph, point (8), amending provision, numbered paragraph (1)				
G	234	1. Carriers and terminal managing bodies shall provide the national enforcement bodies with relevant documents and information at their request without undue delay and, in any event, within one month from the receipt of the request.	*deleted*	**The national enforcement bodies may request** carriers and terminal managing bodies ~~shall~~**to** provide ~~the national enforcement bodies with relevant~~ documents and information ~~at~~**that are relevant for the purposes of carrying out** their ~~request without undue delay and, in any event,~~**function. Such documents and information shall be provided** within one month from the receipt of the request**, unless specified otherwise**.	***deleted***
	Article 4, first paragraph, point (8), amending provision, numbered paragraph (2)				
G	235	2. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request.	*deleted*	*deleted*	***deleted***
	Article 4, first paragraph, point (8), amending provision, numbered paragraph (3)				
G	236	3. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the body	*deleted*	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	designated under Article 28(3) to handle complaints, if this is a different body.			
Article 4, first paragraph, point (8), amending provision, fourteenth paragraph				
Y 237	Article 28c	Article 28c	Article 28c	~~*Article 28c*~~***deleted*** Provisions of this Article to be incorporated in Article 29a (line 239o) and deleted here
Article 4, first paragraph, point (8), amending provision, fifteenth paragraph				
Y 238	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	Information about alternative dispute resolution by national enforcement bodies	***deleted***
Article 4, first paragraph, point (8), amending provision, sixteenth paragraph				
Y 239	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 28(3), shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.; ,	The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose under Article 28(3), shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.; ,	**Where necessary,** the national enforcement body to which the passenger ~~complains~~**submits a complaint in accordance with Article 28(3)**, or any other body designated by a Member State for that purpose ~~under Article 28(3)~~**pursuant to that provision**, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.~~;~~	***deleted***
Article 4, first paragraph, point (8), amending provision, sixteenth paragraph a				
Y 239a			**This obligation may be fulfilled by referring the passenger to**	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			the interactive tool [list of notified ADR entities] maintained by the Commission pursuant to Article [20] of the Directive 2013/11/EU of the European Parliament and of the Council*, or, where appropriate, to the designated ADR contact points notified to the Commission under Article [24] of that Directive. **,** ***. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj)**	
Article 4, first paragraph, point (8a)				
G 239b		***(8a) Article 29 is replaced by the following:***		(8a) Article 29 is replaced by the following: G
Article 4, first paragraph, point (8a), amending provision, point (1)				
G 239c		‘ ***Article 29*** ***Enforcement tasks***		‘ Article 29 Enforcement tasks G
Article 4, first paragraph, point (8a), amending provision, first paragraph				

	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
239d		***1. The National Enforcement Body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, carriers and terminal operators shall provide the national enforcement body with relevant documents and information at their request within one month of its request. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body designated to handle complaints as defined in Article 28 paragraph 1.***		1. The national enforcement body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. 1-a. The monitoring shall be in accordance with Union law, national standards and applicable rules. It may be based on a factual assessment that takes into account complaints made by passengers under Article 29a, where available, as well as findings of the previous monitoring activities carried out by the national enforcement bodies, information received in accordance with paragraph 1a of this Article and Article 30, as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. Monitoring activities may include audits, inspections, interviews, and the examination of documents.

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				1a. The national enforcement bodies may request carriers, tour operators and terminal managing bodies to provide documents and information that are relevant for the purposes of carrying out their functions referred to in paragraph 1. Such documents and information shall be provided within one month from the receipt of the request, unless specified otherwise by the national enforcement body. 1b. In carrying out their functions, the national enforcement bodies shall, where relevant, take account of the information submitted to them by the other body designated to handle complaints in accordance with Article 29a (1).
Article 4, first paragraph, point (8a), amending provision, third paragraph				
G	239e	***2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.***		2. Monitoring activities may be performed jointly by national enforcement bodies in the event of services between two or several EU Member States.
Article 4, first paragraph, point (8a), amending provision, fourth paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	239f		***3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively infringements.***		3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to take enforcement actions.	G
	Article 4, first paragraph, point (8a), amending provision, fifth paragraph					
G	239g		***4. The National Enforcement Body shall disseminate such information to the bodies designated for alternative dispute resolution pursuant to this Regulation, where available.***		***deleted***	G
	Article 4, first paragraph, point (8a), amending provision, sixth paragraph					
G	239h		***5. National Enforcement Bodies shall be able to take enforcement actions based on individual complaints as defined in Article 28.***		***deleted***	G
	Article 4, first paragraph, point (8a), amending provision, seventh paragraph					
G	239i		***6. The National Enforcement Bodies shall perform a monitoring of compliance with passenger rights as laid down in Article 28a.***		***deleted***	G
	Article 4, first paragraph, point (8a), amending provision, eighth paragraph					
Y	239j		***7. Every two years, the national enforcement bodies***		7. By 30 June [2030], and every five years thereafter, the	Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		shall publish reports with statistics on their activity, including on penalties applied by 30 June of the following calendar year.' ,		national enforcement bodies shall publish reports on their activities, including, where relevant, on penalties applied. ,
Article 4, first paragraph, point (8b)				
Y	239k	***(8b) The following article is inserted:***		(8b) The following article is inserted:
Article 4, first paragraph, point (8b), amending provision, Article				
Y	239l	' ***Article 29a Complaint handling by national enforcement bodies and other bodies***		' Article 29a Passengers' complaints to designated bodies
Article 4, first paragraph, point (8b), amending provision, Article, first paragraph				
Y	239m	***1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council , after having complained unsuccessfully to the carrier or terminal operator pursuant to Article 26, the passenger may complain to the national enforcement body or any other body designated under***		1. Without prejudice to the rights of consumers to seek alternative dispute resolution pursuant to Directive 2013/11/EU, Member States shall designate a body for passenger complaints pursuant to this Regulation. 2. If the body designated under paragraph 1 is different than the national enforcement body designated in Article 28, Member

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		paragraph 1 of Article 28 no later than one year from receiving information on the rejection of the original complaint by the carrier or terminal operator. Where necessary, that body shall inform the complainant about his or her right to complain to alternative dispute resolution bodies to seek individual redress.		States shall inform the Commission of the body designated in accordance with the first paragraph. The Commission and the designated body shall publish that information on their websites.
Article 4, first paragraph, point (8b), amending provision, Article, second paragraph				
Y	239n	***2. Any passenger may complain about an alleged infringement of this Regulation at any terminal operator on the territory of a Member State.***		3. Any passenger may submit a complaint, in accordance with national law, to the body designated under paragraph 1, or to any other competent body designated by a Member State, about an alleged infringement of this Regulation. 4. After having complained unsuccessfully to the carrier pursuant to Article 26, the passenger may, in accordance with national law, complain to the body designated in accordance with paragraph 1. Where no reply is received from the carrier within three months from the date of making the original complaint to

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				the carrier, the passenger shall also have the right to complain to this body.
Article 4, first paragraph, point (8b), amending provision, Article, third paragraph				
Y 239o		***3. The national enforcement body or any other body designated under paragraph 2 shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months from the date of the establishment of the complaint file. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with reduced mobility in accessible format.***		5. The body designated under paragraph 1 shall acknowledge receipt of the complaint within two weeks of receiving it. Where this body has the power to issue enforceable decisions in individual cases, it shall provide the passenger with a substantiated reply to their complaint within a reasonable period of time. Where this body does not have such a power, it shall ~~*[issue an opinion or recommendation on the complaint and]*~~ inform the ~~*complainant*~~***passenger*** about available means to seek redress including passenger's right to complain to alternative dispute resolution bodies, and inform them of the applicable deadlines. 6. The obligation under paragraph 4 of informing the ~~*complainant*~~***passenger*** about their right to seek redress with alternative dispute resolution Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				body may be fulfilled by referring the passenger to the interactive tool hosting a list of notified ADR entities, maintained by the Commission pursuant to Article 20 of the Directive 2013/11/EU of the European Parliament and of the Council, or, where appropriate, to the designated ADR contact points notified to the Commission under Article 24 of that Directive. 7. The complaint-handling procedure shall be made available to persons with disabilities and to persons with reduced mobility in accessible format.
Article 4, first paragraph, point (8b), amending provision, Article, fourth paragraph				
Y	239p	***4. Where a complaint relates to alleged infringements by terminal operator, the complaint shall be handled by the national enforcement body or any other body designated under paragraph 2 of the Member State on whose territory the incident occurred***		***deleted*** Y
Article 4, first paragraph, point (8b), amending provision, Article, fifth paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	239q	***5. National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual passenger complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004.***		***deleted***
	Article 4, first paragraph, point (8b), amending provision, Article, sixth paragraph			
	239r	***6. Decisions of National Enforcement Bodies' or of any other body designated under paragraph 2 decisions shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system."*** ,		***deleted*** ,
	Article 4, first paragraph, point (8c)			

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	239s		***(8c) The following article is inserted:***		***deleted***
	Article 4, first paragraph, point (8c), amending provision, Article				
G	239t		‘ ***Article 29b Inspections of national enforcement bodies***		‘ ***deleted***
	Article 4, first paragraph, point (8c), amending provision, Article, first paragraph				
G	239u		***1. The Commission may conduct inspections of national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.***		***deleted***
	Article 4, first paragraph, point (8c), amending provision, first paragraph				
G	239v		***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.***		***deleted***
	Article 4, first paragraph, point (8c), amending provision, third paragraph				
G	239w		***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which shall, in its answer, set out the measures taken to remedy the***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		non-compliances identified and address the recommendations.		
Article 4, first paragraph, point (8c), amending provision, fourth paragraph				
239x		***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate"*** ,		***deleted*** ,
Article 4, first paragraph, point (8d)				
239y		***(8d) Article 30 is replaced by the following:***		(8d) Article 30 is replaced by the following:
Article 4, first paragraph, point (8d), amending provision, point (1)				
239z		‘ ***‘Article 30 Exchange of information and cross-border cooperation between national enforcement bodies***		‘ ‘Article 30 Exchange of information and cross-border cooperation between national enforcement bodies
Article 4, first paragraph, point (8d), amending provision, first paragraph				
239aa		***1. Where different bodies are designated under Article 28, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with***		1. Where a Member State designates different bodies under Articles 28 and 29a, those bodies shall ensure the exchange of relevant information between them, in accordance with

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		Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body designated under Article 28bis can collect the information necessary to examine individual complaints.		Regulation (EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the body designated for passengers' complaints under Article 29a can collect the information necessary to examine individual complaints.
Article 4, first paragraph, point (8d), amending provision, third paragraph				
239ab		***2. National enforcement bodies shall exchange information on their work and decision-making principles and practices for the purpose of coordination. The Commission shall support them in that task.'*** ,		2. National enforcement bodies of different Member States shall exchange information on their work and decision-making principles and practices for the purpose of cross-border coordination. The Commission shall support them in that task. ,
Article 4, first paragraph, point (9)				
240	(9) the following Article 30a is inserted:	(9) the following Article 30a is inserted:	*deleted*	*(9)* the following Article 30a is inserted:
Article 4, first paragraph, point (9), amending provision, first paragraph				
241	' Article 30a	' Article 30a	*deleted*	' Article 30a

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 4, first paragraph, point (9), amending provision, second paragraph				
G 242	Cooperation between Member States and the Commission	Cooperation between Member States and the Commission	*deleted*	Information about suspected practices of non-compliance G
Article 4, first paragraph, point (9), amending provision, numbered paragraph (1)				
G 243	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.	1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.	*deleted*	***deleted*** G
Article 4, first paragraph, point (9), amending provision, numbered paragraph (2)				
G 244	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal managing bodies, ticket vendors, travel agents and tour operators and report its findings to the Commission within four months of the request.; ,	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal managing bodies, ticket vendors, travel agents and tour operators and report its findings to the Commission within four months of the request.;	*deleted*	The Commission may alert the national enforcement bodies about specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several carriers, terminal managing bodies, ticket vendors, travel agents and tour operators. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request. G

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				The first sub-paragraph shall be without prejudice to the operational independence of the national enforcement bodies.
Article 4, first paragraph, point (9), amending provision, numbered paragraph (2a)				
G 244a		***2a. The Commission shall support dialogue and promote cooperation between Member States concerning national interpretation and application of this Regulation through the Committee referred to in Article 16a.***		***deleted*** G
Article 4, first paragraph, point (9), amending provision, numbered paragraph (2b)				
G 244b		***2b. At the request of a Member State, a National Enforcement body, or on its own initiative, the Commission shall examine cases where differences in the application and enforcement of any of the provisions of this Regulation arise.***		~~*2b.*~~ deleted~~.~~ G
Article 4, first paragraph, point (9), amending provision, numbered paragraph (2c)				
G 244c		***2c. The Commission may, where appropriate, adopt guidelines with a view to promote common application and, where necessary, propose amendments to this Regulation to the***		***deleted*** , G

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		European Parliament and Council under article 26 of this Regulation. ,		
Article 4, first paragraph, point (9a)				
G 244d		***(9a) Article 31 is replaced by the following:***		(9a) Article 31 is replaced by the following: G
Article 4, first paragraph, point (9a), amending provision, point (1)				
G 244e		‘ ***‘Article 31 Penalties***		‘ ‘Article 31 Penalties G
Article 4, first paragraph, point (9a), amending provision, point (2)				
G 244f		***1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.***		1. Member States shall lay down the rules on penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them. G
Article 4, first paragraph, point (9a), amending provision, first paragraph				

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Y	244g		***2. In the framework of cooperation referred to in Article 30 the national enforcement body which is competent for the purposes of Article 28 shall, at the request of the national enforcement body handling the complaint, investigate the infringement of this Regulation identified by that body and, if necessary, impose penalties.'*** ,		2. In the framework of cooperation referred to in Article 30, the national enforcement body, designated under Article 28, or any other competent national authority acting on its behalf, may at the request of the body designated pursuant to Article 29a, investigate an alleged infringement of this Regulation and, if necessary, impose penalties.' ,
	Article 4, first paragraph, point (10)				
G	245	(10) the following Article 31a is inserted:	(10) the following Article 31a is inserted:	(10) the following Article 31a is inserted:	(10) the following Article 31a is inserted:
	Article 4, first paragraph, point (10), amending provision, first paragraph				
G	246	' Article 31a	' Article 31a	' Article 31a	' Article 31a
	Article 4, first paragraph, point (10), amending provision, second paragraph				
G	247	Passenger Rights Committee	Passenger Rights Committee	~~Passenger Rights~~ Committee **Procedure**	Committee Procedure
	Article 4, first paragraph, point (10), amending provision, numbered paragraph (1)				
Y	248	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. _____	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. _____	1. The Commission shall be assisted by the committee referred to in Article ~~38~~**26(1)** of Regulation (EU) ~~2021/782[1].~~**…/… of the European Parliament and**	1. The Commission shall be assisted by the committee referred to in Article 38 of Regulation (EU) 2021/782[1]. _____

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.	**of the Council[*]. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011.** _____ 1. **OJ: please insert serial number for** Regulation ~~(EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p~~**contained in document 2023/0436 (COD) and insert the number, date and OJ reference in the corresponding footnote**.~~1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.~~ *. **Regulation (EU) …/… of the European Parliament and of the Council of … on passenger rights in the context of multimodal journeys (OJ L, …,ELI: …).**	1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj.
Article 4, first paragraph, point (10), amending provision, numbered paragraph (2)				
G 249	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.; ,	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.; ,	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 **of the European Parliament and of the Council**[**] shall apply.~~;~~ _____ ****. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI:**	2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 of the European Parliament and of the Council[**] shall apply. _____ **. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj). G

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			http://data.europa.eu/eli/reg/2011/182/oj).	
Article 4, first paragraph, point (10), amending provision, numbered paragraph (2a)				
G 249a			**Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply.** '	2a. Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply. '
Article 4, first paragraph, point (10a)				
G 249b		***(10a) Article 32 is replaced by the following:***		(10a) Article 32 is replaced by the following:
Article 4, first paragraph, point (10a), amending provision, point (1)				
G 249c		' ***Article 32 Report***		' Article 32 Report
Article 4, first paragraph, point (10a), amending provision, point (2)				
G 249d		***Every five years the Commission shall make a report on the implementation of this Regulation to the European Parliament and the Council based in particular on reports from the national enforcement bodies and results from its inspections. The report shall,***		By ... [5 years from the date of entry into force of this amending Regulation] and every five years thereafter, the Commission shall report to the European Parliament and the Council on the operation, enforcement, and the results of this Regulation. The report shall,

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		where necessary, be accompanied by appropriate legislative proposals.' ,		where necessary, be accompanied by appropriate legislative proposals.
Article 4, first paragraph, point (10a), amending provision, point (3)				
Y	249e			(10b) the following Article 32a is inserted:
Article 4, first paragraph, point (10a), amending provision, point (4)				
Y	249f			Article 32a Review of service quality standards
Article 4, first paragraph, point (10a), amending provision, point (5)				
Y	249g			1. By ... [five years after the date of application of enforcement Regulation], the Commission shall carry out a comprehensive evaluation of all service quality standards referred to in this Regulation.
Article 4, first paragraph, point (10a), amending provision, point (6)				
Y	249h			2. That evaluation shall examine in particular:
Article 4, first paragraph, point (10a), amending provision, point (7)				
Y	249i			(a) measurable benefits for passengers, in particular persons with disabilities and persons with reduced mobility, enabled in bus

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				and coach transport, including in the context of different extents of service quality standards in other modes of transport;
Article 4, first paragraph, point (10a), amending provision, point (8)				
Y 249j				(b) effectiveness of such standards when compared to operational obligations or other measures with the potential to achieve comparable results for passengers, in terms of cost-efficiency, proportionality and administrative burdens incurred on market actors and authorities. Y
Article 4, first paragraph, point (10a), amending provision, point (9)				
Y 249k				3. On the basis of the findings in this evaluation, the Commission may, where appropriate, submit a legislative proposal to adjust service quality standards in bus and coach transport accordingly. , Y
Article 4, first paragraph, point (11)				
G 250	(11) Annex IV to this Regulation is inserted as Annex III.	(11) Annex IV to this Regulation is inserted as Annex III.	*deleted*	***(11) Annex IV to this Regulation is inserted as Annex III.*** G

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Article 5				
251	Article 5 Amendments to Regulation (EU) 2021/782	Article 5 Amendments to Regulation (EU) 2021/782	Article 5 Amendments to Regulation (EU) 2021/782	Article 5 Amendments to Regulation (EU) 2021/782
Article 5, first paragraph				
252	Regulation (EU) 2021/782 is amended as follows:	Regulation (EU) 2021/782 is amended as follows:	Regulation (EU) 2021/782 is amended as follows:	Regulation (EU) 2021/782 is amended as follows:
Article 5, first paragraph a				
252a				
Article 5, first paragraph, point (-1a)				
252b		***(-1) in Article 3(1), the following point is added :*** Consider to "points are added"	**(-1) in Article 3, the following definition is added:**	(-~~1~~***1a***) in Article 3, the following definitions are added:
Article 5, first paragraph, point (-1a), amending provision, first paragraph				
252c		‘ ***(22a) ‘recognised assistance dog’ means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.***	‘ **(23) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.** ’	‘ (23) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.
Article 5, first paragraph, point (-1a), amending provision, second paragraph				

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Y	252d		***(22b) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights.***		***deleted***	Y
	Article 5, first paragraph, point (-1a), amending provision, third paragraph					
G	252e		***(22c) 'accessible format' means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with Annex I to Directive (EU)*** ,		(22c) 'accessible format' means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the European Parliament and of the Council; ,	G
	Article 5, first paragraph, point (-1b)					
G	252f				(-~~1a~~***1b***) Article 8 is replaced by the following:	G
	Article 5, first paragraph, point (-1b), amending provision, first paragraph					
G	252g				' Article 8	G

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Article 5, first paragraph, point (-1b), amending provision, second paragraph				
252h				Obligation to provide information concerning discontinuation of services
Article 5, first paragraph, point (-1b), amending provision, third paragraph				
252i				Railway undertakings or, where appropriate, competent authorities responsible for a public service railway contract shall make public by appropriate means, including in an accessible format, and before their implementation, decisions to discontinue services either permanently or temporarily. ’
Article 5, first paragraph, point (-1c)				
252j				(-~~1b~~ *1c*) Article 9, paragraph 3 is replaced by the following:
Article 5, first paragraph, point (-1c), amending provision, first paragraph				
252k				‘ 3. The information referred to in paragraphs 1 and 2 shall be provided in the most appropriate format, where possible based on real-time travel information, including by using appropriate communication technologies. Particular attention shall be paid

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				to ensuring that this information is available in an accessible format. '
Article 5, first paragraph, point (-1d)				
252l		***(-1c) In Article 18(1), the following point is added:***		***(-1d) deleted***
Article 5, first paragraph, point (-1d), amending provision, first paragraph				
252m		' ***(ca) communication in a clear and comprehensive manner, without delay or automatically by electronic means, either of the common form or a hyperlink providing full information and details on rail undertaking' respective website or about its own compensation systems upon the passengers' eligibility for a refund or compensation under this Regulation.*** ,		' ***deleted*** ,
Article 5, first paragraph, point (-1e)				
252n			**(-1a) Article 20(2), point (b), is replaced by the following:**	(-~~1d~~***1e***) Article 20(2), point (b), is replaced by the following:
Article 5, first paragraph, point (-1e), amending provision, first paragraph				
252o			'	'

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			(b) hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible. In cases where such a stay becomes necessary due to the circumstances referred to in Article 19(10), the railway undertaking may limit the duration of accommodation to a maximum of three nights. The access requirements of persons with disabilities and persons with reduced mobility and the needs of recognised assistance dogs shall be taken into account, whenever possible; ,	(b) hotel or other accommodation, and transport between the railway station and place of accommodation, in cases where a stay of one or more nights becomes necessary or an additional stay becomes necessary, where and when physically possible. In cases where such a stay becomes necessary due to the circumstances referred to in Article 19(10), the railway undertaking may limit the duration of accommodation to a maximum of three nights. The access requirements of persons with disabilities and persons with reduced mobility and the needs of recognised assistance dogs shall be taken into account, whenever possible; ,
Article 5, first paragraph, point (-1f)				
G	252p		**(-1b) Article 20(5) is replaced by the following:**	(~~-1e~~*1f*) Article 20(5) is replaced by the following:
Article 5, first paragraph, point (-1f), amending provision, first paragraph				
G	252q		‘	‘

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			5. In applying paragraphs 1 to 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities and persons with reduced mobility, as well as to those of any accompanying persons and recognised assistance dogs. ,	5. In applying paragraphs 1 to 4, the operating railway undertaking shall pay particular attention to the needs of persons with disabilities and persons with reduced mobility, as well as to those of any accompanying persons and recognised assistance dogs. ,
Article 5, first paragraph, point (-1g), first subparagraph				
G	252r			(-1e) Article 22 is amended as follows: G
Article 5, first paragraph, point (-1g), second subparagraph				
G	252s			a) Paragraph 1 is replaced by the following: G
Article 5, first paragraph, point (-1g), second subparagraph, amending provision, first paragraph				
G	252t			‘ 1. Upon request, a station manager, a railway undertaking, a ticket vendor or a tour operator shall provide persons with disabilities and persons with reduced mobility with information, including in an accessible format, on the accessibility of the station and associated facilities, and of rail services and on the access G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				conditions of rolling stock in accordance with the access rules referred to in Article 21(1) and shall inform persons with disabilities and persons with reduced mobility about facilities on board. ,
Article 5, first paragraph, point (-1g), third subparagraph				
G 252u				b) Paragraph 3 is replaced by the following: G
Article 5, first paragraph, point (-1g), third subparagraph, amending provision, first paragraph				
G 252v				‘ 3. In unstaffed stations, railway undertakings and station managers shall ensure that easily available information, including in an accessible format, is displayed in accordance with the access rules referred to in Article 21(1) regarding the nearest staffed stations and regarding directly available assistance for persons with disabilities and persons with reduced mobility. , G
Article 5, first paragraph, point (-1h)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	252w			**(-1c) Article 23(1), point (c), is replaced by the following:**	(-~~1g~~*1h*) Article 23(1), point (c), is replaced by the following:
	Article 5, first paragraph, point (-1h), amending provision, first paragraph				
G	252x			‘**(c) a recognised assistance dog shall be permitted to accompany them in accordance with any relevant national law;**’,	‘(c) a recognised assistance dog shall be permitted to accompany them in accordance with any relevant national law;’,
	Article 5, first paragraph, point (-1i)				
G	252y			**(-1d) Article 25 is amended as follows:**	(-~~1h~~*1i*) Article 25 is amended as follows:
	Article 5, first paragraph, point (-1i)(a)				
G	252z			**(a) the title is replaced by the following:**	(a) the title is replaced by the following:
	Article 5, first paragraph, point (-1i)(a), amending provision, Article				
G	252aa			**Article 25** ‘**Compensation in respect of mobility equipment, assistive devices and recognised assistance dogs**’,	Article 25 ‘Compensation in respect of mobility equipment, assistive devices and recognised assistance dogs’,
	Article 5, first paragraph, point (-1i)(b)				
G	252ab			**(b) paragraph 1 is replaced by the following:**	(b) paragraph 1 is replaced by the following:

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Article 5, first paragraph, point (-1i)(b), amending provision, first paragraph					
G 252ac			‘ **1. Where railway undertakings and station managers cause the loss of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to, recognised assistance dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for that loss, damage or injury, and provide compensation without undue delay. That compensation shall comprise:**	‘ 1. Where railway undertakings and station managers cause the loss of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to, recognised assistance dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for that loss, damage or injury, and provide compensation without undue delay. That compensation shall comprise:	G
Article 5, first paragraph, point (-1i)(b), amending provision, first paragraph, point (a)					
G 252ad			**(a) the cost of replacement or repair of the mobility equipment or assistive devices lost or damaged;**	(a) the cost of replacement or repair of the mobility equipment or assistive devices lost or damaged;	G
Article 5, first paragraph, point (-1i)(b), amending provision, first paragraph, point (b)					
G 252ae			**(b) the cost of replacement or the treatment of the injury of a recognised assistance dog that was lost or injured; and**	(b) the cost of replacement or the treatment of the injury of a recognised assistance dog that was lost or injured; and	G
Article 5, first paragraph, point (-1i)(b), amending provision, first paragraph, point (c)					

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G 252af			**(c) reasonable costs of temporary replacement for mobility equipment, assistive devices or recognised assistance dogs where such replacement is not provided by the railway undertaking or the station manager in accordance with paragraph 2.** ,	(c) reasonable costs of temporary replacement for mobility equipment, assistive devices or recognised assistance dogs where such replacement is not provided by the railway undertaking or the station manager in accordance with paragraph 2. ,
Article 5, first paragraph, point (-1j)				
G 252ag		***(-1b) In article 28, paragraph 2 is replaced by the following:***		(-~~i~~***1j***) deleted
Article 5, first paragraph, point (-1j), amending provision, point (1)				
G 252ah		‘ ***2. Passengers may submit a complaint to any railway undertaking or station manager regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year of the incident that it concerns. Within one month of receiving the complaint, the addressee shall either give a reasoned reply or, in justified cases, inform the passenger that***		***deleted***

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		he or she will receive a reply within a period of less than three months from the date of receipt of the complaint. Railway undertakings and station managers shall keep the data necessary to assess the complaint for the duration of the entire complaint-handling procedure, including the complaint-handling procedures referred to in Articles 33 and 34, and shall make that data available to national enforcement bodies upon request.' ,		
Article 5, first paragraph, point (-1k)				
252ai		***(-1c) In article 28, paragraph 3 is replaced by the following :***		***deleted***
Article 5, first paragraph, point (-1k), amending provision, point (1)				
252aj		‘ ***(3) Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the official***		***deleted***

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		language or languages of the Member State in which the railway undertaking is operating and in the language internationally accepted in this field. ,		
Article 5, first paragraph, point (-1l)				
Y	252ak	***(-1d) In Article 28, the following paragraph is inserted:***		(-~~1k~~***1l***) *In Article 28, the following paragraph is inserted:*
Article 5, first paragraph, point (-1l), amending provision, point (1)				
Y	252al	‘ ***(3a) Where the rail undertaking invokes extraordinary circumstances, it shall, in its answer, inform the passenger of the specific circumstances responsible for the cancellation or delay. The rail undertaking shall also show that it took all reasonable measures to avoid the cancellation or delay.*** ,		‘ (3a) Where the rail undertaking invokes the exemption from paying compensation provided for in Article 19(10), it shall, in its reply, inform the passenger of the specific circumstances responsible for the delay, missed connection or cancellation. ,
Article 5, first paragraph, point (-1m)				
G	252am			(-~~1~~***1m***) Article 30 is replaced by the following:
Article 5, first paragraph, point (-1m), amending provision, Article				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G 252an				Article 30 ‘ Information to passengers about their rights G
Article 5, first paragraph, point (-1m), amending provision, Article(1)				
G 252ao				1. When selling tickets for journeys by rail, railway undertakings, station managers, ticket vendors and tour operators shall inform passengers of their rights and obligations under this Regulation. In order to comply with this information requirement, they may use a summary of the provisions of this Regulation prepared by the Commission in all official languages of the Union and made available to them. They shall provide that information, in either paper or electronic format, or by any other means, including in an accessible format. They shall specify where, in the event of cancellation, missed connection or long delay, such information can be obtained. G
Article 5, first paragraph, point (-1m), amending provision, Article(2)				
G 252ap				2. Railway undertakings and station managers shall inform passengers in an appropriate G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				manner, including in an accessible format, at the station, on the train and on their website, of their rights and obligations under this Regulation, and of the contact details of the body or bodies designated by Member States pursuant to Article 31. '
Article 5, first paragraph, point (1)				
253	(1) the following Article 30a is inserted:	(1) the following Article 30a is inserted:	(1) the following Article 30a is inserted:	(1) the following Article 30a is inserted:
Article 5, first paragraph, point (1), amending provision, first paragraph				
254	' Article 30a	' Article 30a	' Article 30a	' Article 30a
Article 5, first paragraph, point (1), amending provision, second paragraph				
255	Means of communication with passengers	Means of communication with passengers	Means of communication with passengers	Means of communication with passengers
Article 5, first paragraph, point (1), amending provision, third paragraph				
256	Where information under this Regulation is provided to passengers by electronic means of communication, railway undertakings, station managers, ticket vendors and tour operators shall ensure that the passenger can keep any written correspondence, including the date and time of	Where information under this Regulation is provided to passengers by electronic means of communication, railway undertakings, station managers, ticket vendors and tour operators shall ensure that the passenger can keep any written correspondence, including the date and time of	Where information under this Regulation is provided to passengers by electronic means of communication, railway undertakings, station managers~~,~~ **and** ticket vendors ~~and tour operators~~ shall ensure that ~~the passenger can keep~~ any written correspondence, including the	Where information under this Regulation is provided to passengers by electronic means of communication, railway undertakings, station managers, ticket vendors and tour operators shall ensure that any written correspondence, including the date and time of such

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	such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.; ’	such correspondence, on a durable medium. ***The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with carriers, terminal operators, travel agents and ticket vendor.*** All means of communication shall enable the passenger to contact them quickly and communicate efficiently~~.~~; ’	date and time of such correspondence, ~~on a durable medium~~**can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with railway undertakings, station managers and ticket vendors**. All means of communication shall enable the passenger to contact them quickly and communicate efficiently.~~;~~ ’	correspondence, can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with railway undertakings, station managers and ticket vendors. All means of communication shall enable the passenger to contact them quickly and communicate efficiently. ’
Article 5, first paragraph, point (1a)				
G 256a		***(2) In Article 32, the following paragraph is inserted:*** paragraphs are inserted		(1a) In Article 32, the following paragraph is inserted: G
Article 5, first paragraph, point (1a), amending provision, point (1)				
G 256b		‘ ***(2a) Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively with infringements. National Enforcement Bodies shall be able to take enforcement actions***		‘ (2a) Member States shall ensure that their respective national enforcement bodies are given sufficient power to take enforcement actions. G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		based on individual complaints as defined in Article 28.		
Article 5, first paragraph, point (1a), amending provision, point (2)				
Y 256c		***(2b) Railway undertaking shall provide the National Enforcement Body with comprehensive information regarding extraordinary circumstances and the occurrence of technical issues, including the specific reasons for such circumstances. This information shall be provided within 48 hours following travel disruption. In the event that the railway undertaking invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall substantiate its claim by providing adequate evidence. Furthermore, the carrier shall demonstrate that all reasonable measures were taken to prevent the cancellation or delay of the train in question.*** ,		(2b) In the event that the railway undertaking invokes the exemption from paying compensation provided for in Article 19(10), it shall, upon request from the national enforcement body, provide adequate evidence of such exemption. , Y
Article 5, first paragraph, point (2)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	257	(2) the following Article 32a is inserted:	(2) the following Article 32a is inserted:	*deleted*	***(2)*** ***deleted***
	Article 5, first paragraph, point (2), amending provision, first paragraph				
G	258	‘ Article 32a	‘ Article 32a	*deleted*	‘ ***deleted***
	Article 5, first paragraph, point (2), amending provision, second paragraph				
G	259	Risk-based approach to the monitoring of compliance with passenger rights	Risk-based approach to the monitoring of compliance with passenger rights	*deleted*	***deleted***
	Article 5, first paragraph, point (2), amending provision, numbered paragraph (1)				
G	260	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of railway undertakings, station managers, ticket vendors and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of railway undertakings, station managers, ticket vendors and tour operators with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities.	*deleted*	***1.*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Article 5, first paragraph, point (2), amending provision, numbered paragraph (2)				
261	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 32(2), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 32(2), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.	*deleted*	***2.*** ***deleted***
Article 5, first paragraph, point (2), amending provision, numbered paragraph (3)				
262	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.	3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter.	*deleted*	***3.*** ***deleted***
Article 5, first paragraph, point (2), amending provision, numbered paragraph (4)				
263	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The	4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The	*deleted*	***4.*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	monitoring activities shall be proportionate to the risks identified.	monitoring activities shall be proportionate to the risks identified.		
Article 5, first paragraph, point (2), amending provision, numbered paragraph (5)				
G	264 5. National enforcement bodies shall ensure the swift rectification of non-compliance by railway undertakings, station managers, ticket vendors and tour operators as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate.	5. National enforcement bodies shall ensure the swift rectification of non-compliance by railway undertakings, station managers, ticket vendors and tour operators as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate.	*deleted*	***5.*** ***deleted*** G
Article 5, first paragraph, point (2), amending provision, numbered paragraph (6)				
G	265 6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 32(3).; ,	6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the Regulation becomes applicable], and every two years thereafter. Where applicable, they shall be included in the reports referred to in Article 32(3).; ,	*deleted*	***6.*** ***deleted*** , G
Article 5, first paragraph, point (2a)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	265a		***(3) The following Article is inserted:***		***(2a) deleted***
	Article 5, first paragraph, point (2a), amending provision, Article				
G	265b		‘ ***Article 32aa Inspections of national enforcement bodies***		***deleted***
	Article 5, first paragraph, point (2a), amending provision, Article, first paragraph				
G	265c		***1. The Commission shall conduct inspections of national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.***		***deleted***
	Article 5, first paragraph, point (2a), amending provision, first paragraph				
G	265d		***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.***		***deleted***
	Article 5, first paragraph, point (2a), amending provision, third paragraph				
G	265e		***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which shall, in its answer, set out the measures taken to remedy the***		***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
			non-compliances identified and address the recommendations.		
Article 5, first paragraph, point (2a), amending provision, fourth paragraph					
G	265f		***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate*** ,		***deleted*** ,
Article 5, first paragraph, point (2b)					
Y	265g		***(2b) In Article 33, the following paragraph 2a is inserted:***		***(2b) deleted***
Article 5, first paragraph, point (2b), amending provision, point (1)					
Y	265h		‘ ***(2a) National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual passenger complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on***		‘ ***(1) deleted*** ,

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		cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004. National Enforcement Bodies' or any other body designated under paragraph 2 decisions shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system. " ,		
Article 5, first paragraph, point (3)				
266	(3) the following Article 34a is inserted:	(3) the following Article 34a is inserted:	*deleted*	*(3)* the following Article 34a is inserted:
Article 5, first paragraph, point (3), amending provision, first paragraph				
267	' Article 34a	' Article 34a	*deleted*	' Article 34a
Article 5, first paragraph, point (3), amending provision, second paragraph				
268	Cooperation between Member States and the Commission	Cooperation between Member States and the Commission	*deleted*	Information about suspected practices of non-compliance
Article 5, first paragraph, point (3), amending provision, numbered paragraph (1)				
269	1. The Member States shall regularly send relevant	1. The Member States shall regularly send relevant	*deleted*	***1.*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	information concerning application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.	information concerning application of this Regulation to the Commission, which will make this information available in electronic form to other Member States.		
Article 5, first paragraph, point (3), amending provision, numbered paragraph (2)				
G 270	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several railway undertakings, infrastructure managers, station managers, ticket vendors and tour operators and report its findings to the Commission within four months of the request.. ,	2. At the request of the Commission, the national enforcement bodies shall investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several railway undertakings, infrastructure managers, station managers, ticket vendors and tour operators and report its findings to the Commission within four months of the request..	*deleted*	The Commission may alert the national enforcement bodies about specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several railway undertakings, infrastructure managers, station managers, ticket vendors and tour operators. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request. The first sub-paragraph shall be without prejudice to the operational independence of the national enforcement bodies. G
Article 5, first paragraph, point (3), amending provision, numbered paragraph (2a)				

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G 270a		***2a. The Commission shall support dialogue and promote cooperation between Member States concerning national interpretation and application of this Regulation through the Committee referred to in Article 16a.***		***2a. deleted*** G
Article 5, first paragraph, point (3), amending provision, numbered paragraph (2b)				
G 270b		***2b. At the request of a Member State, a National Enforcement body, or on its own initiative, the Commission shall examine cases where differences in the application and enforcement of any of the provisions of this Regulation arise.***		***2b. deleted*** G
Article 5, first paragraph, point (3), amending provision, numbered paragraph (2c)				
G 270c		***2c. The Commission may, where appropriate, adopt guidelines with a view to promote common application and, where necessary, propose amendments to this Regulation to the European Parliament and Council under article 27 of this Regulation.*** ,		***2c. deleted*** , G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
Article 5, first paragraph, point (3a)					
G 270d			**(3a) Article 38 is amended as follows:**	(3a) Article 38 is amended as follows:	G
Article 5, first paragraph, point (3a)(a)					
G 270e			**(a) paragraph 1 is replaced by the following:**	***(a)*** ***deleted***	G
Article 5, first paragraph, point (3a)(a), amending provision, first paragraph					
G 270f			‘ **1. The Commission shall be assisted by the committee referred to in Article 26(1) of Regulation (EU) …/… of the European Parliament and of the Council*+. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011.** ’ _____ ***. Regulation (EU) …/… of the European Parliament and of the Council of … on passenger rights in the context of multimodal journeys (OJ L, …, ELI: …).** **+. OJ: please insert serial number for Regulation contained in document 2023/0436 (COD) and insert the number, date and OJ reference in the corresponding footnote.**	‘ ***deleted*** ’	G
Article 5, first paragraph, point (3a)(b)					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	270g			**(b) in paragraph 2, a second subparagraph is added as follows:**	(b) in paragraph 2, a second subparagraph is added as follows:
	Article 5, first paragraph, point (3a)(b), amending provision, first paragraph				
G	270h			‘ **Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply.** ’	‘ Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply. ’
	Article 5, first paragraph, point (3b)				
Y	270i		***(4) Article 39 is replaced by the following:***		(3b) Article 39 is replaced by the following:
	Article 5, first paragraph, point (3b), amending provision, numbered paragraph (1)				
Y	270j		‘ ***Article 39 Report***		‘ Article 39 Report
	Article 5, first paragraph, point (3b), amending provision, numbered paragraph (2)				
Y	270k		***Every five years the Commission shall make a report on the implementation of this Regulation to the European Parliament and the Council based in particular on reports from the national enforcement***		By ... [5 years from the date of entry into force of this amending Regulation] and every five years thereafter, the Commission shall report the European Parliament and the Council on the operation,

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		bodies and results from its inspections. ***The report shall, where necessary, be accompanied by appropriate legislative proposals."*** ,		enforcement, and the results of this Regulation. The report shall, where necessary, be accompanied by appropriate legislative proposals.
Article 5, first paragraph, point (3b), amending provision, numbered paragraph (3)				
Y	270l			(3c) the following Article 39a is inserted
Article 5, first paragraph, point (3b), amending provision, numbered paragraph (4)				
Y	270m			Article 39a Review of service quality standards
Article 5, first paragraph, point (3b), amending provision, numbered paragraph (5)				
Y	270n			1. By ... [five years after the date of application of enforcement Regulation], the Commission shall carry out a comprehensive evaluation of all service quality standards referred to in this Regulation.
Article 5, first paragraph, point (3b), amending provision, numbered paragraph (6)				
Y	270o			2. That evaluation shall examine in particular:
Article 5, first paragraph, point (3b), amending provision, numbered paragraph (7)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Y	270p			(a) measurable benefits for passengers, in particular persons with disabilities and persons with reduced mobility, enabled in rail passenger transport, including in the context of different extents of service quality standards in other modes of transport;
	Article 5, first paragraph, point (3b), amending provision, numbered paragraph (8)			
Y	270q			(b) effectiveness of such standards when compared to operational obligations or other measures with the potential to achieve comparable results for passengers, in terms of cost-efficiency, proportionality and administrative burdens incurred on market actors and authorities.
	Article 5, first paragraph, point (3b), amending provision, numbered paragraph (9)			
Y	270r			3. On the basis of the findings in this evaluation, the Commission may, where appropriate, submit a legislative proposal to adjust service quality standards in rail transport accordingly. ,
	Article 6			

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	271	Article 6 Entry into force and application	Article 6 Entry into force and application	Article 6 Entry into force and application	Article 6 Entry into force and application
	Article 6, first paragraph				
G	272	This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union.	This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union.	This Regulation shall enter into force on the twentieth day following that of its publication in the ~~Official Journal of the European Union~~***Official Journal of the European Union***.	This Regulation shall enter into force on the twentieth day following that of its publication in the Official Journal of the European Union.
	Article 6, second paragraph				
G	273	It shall apply as of [1 year after entry into force].	It shall apply as of [1 year after entry into force].	It shall apply ~~as of [1 year after~~**from … [2 years from the date of** entry into force **of this Regulation**].	It shall apply from ... [date of application of the Airpax Regulation].
	Article 6, third paragraph				
G	274	This Regulation shall be binding in its entirety and directly applicable in all Member States.	This Regulation shall be binding in its entirety and directly applicable in all Member States.	This Regulation shall be binding in its entirety and directly applicable in all Member States.	This Regulation shall be binding in its entirety and directly applicable in all Member States.
	Formula				
G	275	Done at Brussels,	Done at Brussels,	Done at Brussels,	Done at Brussels,
	Formula				
G	276	For the European Parliament	For the European Parliament	For the European Parliament	For the European Parliament
	Formula				
G	277	The President	The President	The President	The President
	Formula				
G	278	For the Council	For the Council	For the Council	For the Council

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Formula					
G	279	The President	The President	The President	The President
Annex I					
G	280	Annex I	Annex I	*deleted*	***deleted***
Annex I, first paragraph					
G	281	ANNEX 2	ANNEX 2	*deleted*	***deleted***
Annex I, second paragraph					
G	282	MINIMUM SERVICE QUALITY STANDARDS	MINIMUM SERVICE QUALITY STANDARDS	*deleted*	***deleted***
Annex I, third paragraph					
G	283	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner), and tickets	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner), and tickets	*deleted*	***deleted***
Annex I, fourth paragraph					
G	284	Punctuality of flights, and general principles to cope with disruptions to flights	Punctuality of flights, and general principles to cope with disruptions to flights	*deleted*	***deleted***
Annex I, fifth paragraph					
G	285	Delays	Delays		***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				deleted	
Annex I, fifth paragraph, point (a)					
G	286	(a) overall average delay of flights;	(a) overall average delay of flights;	*deleted*	***(a)*** ***deleted***
Annex I, fifth paragraph, point (b)					
G	287	(b) percentage of delays caused by:	(b) percentage of delays caused by:	*deleted*	***(b)*** ***deleted***
Annex I, sixth paragraph					
G	288	- extraordinary circumstances;	- extraordinary circumstances;	*deleted*	***-*** ***deleted***
Annex I, -a paragraph					
G	289	- fault on the part of the passenger; or	- fault on the part of the passenger; or	*deleted*	***-*** ***deleted***
Annex I, -a paragraph					
G	290	- the behaviour of a third party.	- the behaviour of a third party.	*deleted*	***-*** ***deleted***
Annex I, -a paragraph					
G	291	(c) percentage of flights delayed at departure:	(c) percentage of flights delayed at departure:	*deleted*	***(c)*** ***deleted***
Annex I, CI paragraph					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	292	- for two hours or more in the case of flights of 1500 kilometres or less;	- for two hours or more in the case of flights of 1500 kilometres or less;	*deleted*	**-** ***deleted***	G
	Annex I, -a paragraph					
G	293	- for three hours or more in the case of all intra-Community flights of more than 1500 kilometres and of all other flights between 1500 and 3500 kilometres;	- for three hours or more in the case of all intra-Community flights of more than 1500 kilometres and of all other flights between 1500 and 3500 kilometres;	*deleted*	**-** ***deleted***	G
	Annex I, -a paragraph					
G	294	- for four hours or more in the case of all other flights.	- for four hours or more in the case of all other flights.	*deleted*	**-** ***deleted***	G
	Annex I, -a paragraph					
G	295	(d) percentage of flights delayed at arrival:	(d) percentage of flights delayed at arrival:	*deleted*	***(d)*** ***deleted***	G
	Annex I, DI paragraph					
G	296	- percentage of delays of more than 3 hours (5 hours).	- percentage of delays of more than 3 hours (5 hours).	*deleted*	**-** ***deleted***	G
	Annex I, -a paragraph					
G	297	Cancellations of flights	Cancellations of flights	*deleted*	***deleted***	G
	Annex I, -a paragraph, point (a)					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	298	(a) cancellation of flights;	(a) cancellation of flights;	*deleted*	***(a)*** ***deleted***
	Annex I, -a paragraph, point (b)				
G	299	(b) percentage of cancellations of flights caused by:	(b) percentage of cancellations of flights caused by:	*deleted*	***(b)*** ***deleted***
	Annex I, -b paragraph				
G	300	- extraordinary circumstances;	- extraordinary circumstances;	*deleted*	***-*** ***deleted***
	Annex I, -a paragraph				
G	301	- fault on the part of the passenger; or	- fault on the part of the passenger; or	*deleted*	***-*** ***deleted***
	Annex I, -a paragraph				
G	302	- the behaviour of a third party.	- the behaviour of a third party.	*deleted*	***-*** ***deleted***
	Annex I, -a paragraph				
G	303	Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)	*deleted*	*deleted*	***deleted***
	Annex I, -b paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	304	Adherence to industry standards on weight and dimensions of hand luggage	Adherence to industry standards on weight and dimensions of hand luggage	*deleted*	***deleted***	G
	Annex I, -c paragraph					
G	305	Results of the customer satisfaction survey(s)	Results of the customer satisfaction survey(s)	*deleted*	***deleted***	G
	Annex I, -Ca paragraph					
G	306	Complaint handling	Complaint handling	*deleted*	***deleted***	G
	Annex I, -Ca paragraph, point (a)					
G	307	(a) the number of complaints;	(a) the number of complaints;	*deleted*	***(a)*** ***deleted***	G
	Annex I, -Ca paragraph, point (b)					
G	308	(b) types of complaints;	(b) types of complaints;	*deleted*	***(b)*** ***deleted***	G
	Annex I, -Ca paragraph, point (c)					
G	309	(c) the outcome of complaints;	(c) the outcome of complaints;	*deleted*	***(c)*** ***deleted***	G
	Annex I, -Ca paragraph, point (d)					
G	310	(d) reimbursements; and	(d) reimbursements; and	*deleted*	***(d)*** ***deleted***	G

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex I, -Ca paragraph, point (e)				
311	(e) compensation for non-compliance with service quality standards.	(e) compensation for non-compliance with service quality standards.	*deleted*	***(e)*** ***deleted***
Annex I, -Ca paragraph a				
311a		***ANNEX 2a***		***Section 1*** ***deleted***
Annex I, -Ca paragraph b				
311b		***Exhaustive list of circumstances capable of being considered as extraordinary circumstances for the purposes of this Regulation.***		***deleted***
Annex I, -Ca paragraph c				
311c		***1. The following circumstances shall be capable of being considered as extraordinary:*** ***i. natural disasters rendering impossible the safe operation of the flight;*** ***ii. technical problems afflicting the aircraft which are directly caused by a hidden manufacturing defect formally acknowledged as such by the manufacturer or a competent authority and that arose during the maintenance check preceding the flight or after the aircraft has***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		been released to service, which impinges on flight safety; ***iii. collision between an aircraft and a bird and any damage caused by such a collision ;*** ***iv. war, political unrest, acts of sabotage or terrorism rendering impossible the safe operation of the flight;*** ***v. health risks or medical emergencies necessitating the interruption or deviation of the flight concerned;*** ***vi. unruly behaviour of a passenger which causes the pilot in command of the aircraft to divert the flight concerned to an airport other than the airport of arrival in order to disembark this passenger or passengers and their baggage ;*** ***vii. unforeseen air traffic management restrictions or the unforeseen closure of the airspace, including runway closures by the authorities;*** ***viii. shortage of staff at the airport providing baggage loading services;*** ***ix. meteorological conditions incompatible with flight safety or***		

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		that have damaged the aircraft in flight or on the tarmac after service release and rendering the safe operation of the flight impossible; ***x. airport congestion due to meteorological conditions, resulting in an obligation on the aircraft operator to delay or cancel the flight;*** ***xi. unforeseen labour disputes at the operating air carrier or at essential service providers such as airports and Air Navigation Service Providers, excluding strikes by airline staff unless originating from demands that only public authorities can satisfy;*** ***xii. a collision of an aircraft in a parking position with an aircraft of another airline caused by the movement of the aircraft of the other airline;*** ***xiii. damage to an aircraft caused by a foreign object lying on an airport runway;*** ***xiv. the presence of petrol on a runway resulting in the closure of the airport and, consequently, the significant delay of a flight to or from this airport, provided the***		

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		petrol does not come from an aircraft of the air carrier operating the flight ; and ***xv. a generalised breakdown of the aircraft refuelling system, where the airport of origin of the flight or aircraft concerned is responsible for the aircraft refuelling system***		
Annex II				
312	Annex II	Annex II	*deleted*	***deleted***
Annex II, first paragraph				
313	ANNEX III	ANNEX III	*deleted*	***deleted***
Annex II, second paragraph				
314	MINIMUM SERVICE QUALITY STANDARDS	MINIMUM SERVICE QUALITY STANDARDS	*deleted*	***deleted***
Annex II, third paragraph				
315	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner).	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner).	*deleted*	***deleted***
Annex II, fourth paragraph				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	316	Results of the customer satisfaction survey(s) focusing on experiences of persons with disabilities and persons with reduced mobility and persons accompanying them	Results of the customer satisfaction survey(s) focusing on experiences of persons with disabilities and persons with reduced mobility and persons accompanying them	*deleted*	***deleted*** G
Annex II, fifth paragraph					
G	317	Complaint handling	Complaint handling	*deleted*	***deleted*** G
Annex II, fifth paragraph, point (a)					
G	318	(a) the number of complaints;	(a) the number of complaints;	*deleted*	***(a)*** ***deleted*** G
Annex II, fifth paragraph, point (b)					
G	319	(b) types of complaints;	(b) types of complaints;	*deleted*	***(b)*** ***deleted*** G
Annex II, fifth paragraph, point (c)					
G	320	(c) the outcome of complaints; and	(c) the outcome of complaints; and	*deleted*	***(c)*** ***deleted*** G
Annex II, fifth paragraph, point (d)					
G	321	(d) compensation for loss or damage of mobility equipment.	(d) compensation for loss or damage of mobility equipment.	*deleted*	***(d)*** ***deleted*** G
Annex II, sixth paragraph					

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	322	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	*deleted*	***deleted***
	Annex II, sixth paragraph, point (a)				
G	323	(a) number of denied transport services for a PRM, and the reason for it;	(a) number of denied transport services for a PRM, and the reason for it;	*deleted*	***(a) deleted***
	Annex II, sixth paragraph, point (b)				
G	324	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	*deleted*	***(b) deleted***
	Annex II, sixth paragraph, point (c)				
G	325	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	*deleted*	***(c) deleted***
	Annex II, sixth paragraph, point (d)				
G	326	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements);	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements);	*deleted*	***(d) deleted***
	Annex II, sixth paragraph, point (da)				
G	326a		***(da) number of cases where the assistance was not provided or was provided with delay,***		***(da) deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
	Annex II, sixth paragraph, point (e)				
G	327	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	*deleted*	***(e)*** ***deleted***
	Annex II, sixth paragraph, point (f)				
G	328	(f) the implementation of the disability awareness and assistance training.	(f) the implementation of the disability awareness and assistance training.	*deleted*	***(f)*** ***deleted***
	Annex III				
G	329	Annex III	Annex III	*deleted*	***deleted***
	Annex III, first paragraph				
G	330	ANNEX V	ANNEX V	*deleted*	***deleted***
	Annex III, second paragraph				
G	331	MINIMUM SERVICE QUALITY STANDARDS	MINIMUM SERVICE QUALITY STANDARDS	*deleted*	***deleted***
	Annex III, third paragraph				
G	332	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets	*deleted*	***deleted***

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
Annex III, fourth paragraph						
G	333	Punctuality of services, and general principles to cope with disruptions to services	Punctuality of services, and general principles to cope with disruptions to services	*deleted*	***deleted***	G
Annex III, fifth paragraph						
G	334	Delays	Delays	*deleted*	***deleted***	G
Annex III, fifth paragraph, point (a)						
G	335	(a) overall average delay of services;	(a) overall average delay of services;	*deleted*	***(a)*** ***deleted***	G
Annex III, fifth paragraph, point (b)						
G	336	(b) percentage of delays caused by:	(b) percentage of delays caused by:	*deleted*	***(b)*** ***deleted***	G
Annex III, sixth paragraph						
G	337	- fault on the part of the passenger;	- fault on the part of the passenger;	*deleted*	***-*** ***deleted***	G
Annex III, -a paragraph						
G	338	- weather conditions endangering the safe operation of the ship; or	- weather conditions endangering the safe operation of the ship; or	*deleted*	***-*** ***deleted***	G
Annex III, -a paragraph						
G	339	- extraordinary circumstances hindering the	- extraordinary circumstances hindering the	*deleted*	***-*** ***deleted***	G

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		performance of the passenger service.	performance of the passenger service.		
Annex III, -a paragraph					
G	340	(c) percentage of services delayed at departure;	(c) percentage of services delayed at departure;	*deleted*	***(c)*** ***deleted***
Annex III, CI paragraph					
G	341	- percentage of delays of less than 90 minutes;	- percentage of delays of less than 90 minutes;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph					
G	342	- percentage of delays of more than 90 minutes.	- percentage of delays of more than 90 minutes.	*deleted*	***-*** ***deleted***
Annex III, -a paragraph					
G	343	(d) percentage of services delayed at arrival:	(d) percentage of services delayed at arrival:	*deleted*	***(d)*** ***deleted***
Annex III, DI paragraph					
G	344	- percentage of delays of less than 1 hour;	- percentage of delays of less than 1 hour;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph					
G	345	- percentage of delays of at least1 hour in the case of a scheduled journey of up to 4 hours;	- percentage of delays of at least1 hour in the case of a scheduled journey of up to 4 hours;	*deleted*	***-*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex III, -a paragraph				
346	- percentage of delays of at least 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;	- percentage of delays of at least 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph				
347	- percentage of delays of at least 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;	- percentage of delays of at least 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph				
348	- percentage of delays of at least 6 hours in the case of a scheduled journey of more than 24 hours.	- percentage of delays of at least 6 hours in the case of a scheduled journey of more than 24 hours.	*deleted*	***-*** ***deleted***
Annex III, point 1.				
348a		***(da) number of cases where the assistance was not provided or was provided with delay,***		***(da)*** ***deleted***
Annex III, -a paragraph				
349	Cancellations of services	Cancellations of services	*deleted*	***deleted***
Annex III, -a paragraph, point (a)				
350	(a) cancellation of services;	(a) cancellation of services;	*deleted*	***(a)*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex III, -a paragraph, point (b)				
351	(b) percentage of cancellations of services caused by:	(b) percentage of cancellations of services caused by:	*deleted*	***(b)*** ***deleted***
Annex III, -b paragraph				
352	- fault on the part of the passenger;	- fault on the part of the passenger;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph				
353	- weather conditions endangering the safe operation of the ship; or	- weather conditions endangering the safe operation of the ship; or	*deleted*	***-*** ***deleted***
Annex III, -a paragraph				
354	- extraordinary circumstances hindering the performance of the passenger service;	- extraordinary circumstances hindering the performance of the passenger service;	*deleted*	***-*** ***deleted***
Annex III, -a paragraph				
355	Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)	*deleted*	*deleted*	***deleted***
Annex III, -b paragraph				
356	Results of the customer satisfaction survey(s)	Results of the customer satisfaction survey(s)	*deleted*	***deleted***
Annex III, -c paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
357	Complaint handling	Complaint handling	*deleted*	***deleted***
Annex III, -c paragraph, point (a)				
358	(a) the number of complaints;	(a) the number of complaints;	*deleted*	***(a)*** ***deleted***
Annex III, -c paragraph, point (b)				
359	(b) types of complaints;	(b) types of complaints;	*deleted*	***(b)*** ***deleted***
Annex III, -c paragraph, point (c)				
360	(c) the outcome of complaints;	(c) the outcome of complaints;	*deleted*	***(c)*** ***deleted***
Annex III, -c paragraph, point (d)				
361	(d) reimbursements; and	(d) reimbursements; and	*deleted*	***(d)*** ***deleted***
Annex III, -c paragraph, point (e)				
362	(e) compensation for non-compliance with service quality standards.	(e) compensation for non-compliance with service quality standards.	*deleted*	***(e)*** ***deleted***
Annex III, -Ca paragraph				
363	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	*deleted*	***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex III, -Ca paragraph, point (a)				
364	(a) number of denied transport services for a PRM, and the reason for it;	(a) number of denied transport services for a PRM, and the reason for it;	*deleted*	***(a)*** ***deleted***
Annex III, -Ca paragraph, point (b)				
365	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	*deleted*	***(b)*** ***deleted***
Annex III, -Ca paragraph, point (c)				
366	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	*deleted*	***(c)*** ***deleted***
Annex III, -Ca paragraph, point (d)				
367	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;	*deleted*	***(d)*** ***deleted***
Annex III, -Ca paragraph, point (e)				
368	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	*deleted*	***(e)*** ***deleted***
Annex III, -Ca paragraph, point (f)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate	
G	369	(f) the implementation of the disability awareness and assistance training.	(f) the implementation of the disability awareness and assistance training.	*deleted*	***(f) deleted***	G
Annex IV						
G	370	Annex IV	Annex IV	*deleted*	***Annex IV***	G
Annex IV, first paragraph						
Y	371	ANNEX III	ANNEX III	*deleted*	***ANNEX III***	Y
Annex IV, second paragraph						
Y	372	MINIMUM SERVICE QUALITY STANDARDS	MINIMUM SERVICE QUALITY STANDARDS	*deleted*	***MINIMUM SERVICE QUALITY STANDARDS FOR CARRIERS AND TERMINAL MANAGING BODIES***	Y
Annex IV, third paragraph						
Y	373	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets	Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets	*deleted*	***1. Information to disabled persons and persons with reduced mobility in a transparent, accessible, non-discriminatory, effective and proportionate manner about: a) their rights under this Regulation; b) the applicable safety provisions and restrictions;***	Y

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				c) the requirements regarding the carriage of recognised assistance dogs; ***d) the conditions under which the presence of an accompanying person is required (for carriers only);*** ***e) the accessibility of the buses and coaches operated (for carriers only);*** ***f) the accessibility of the terminals (for terminal managing bodies only);*** ***g) general guidance on minimum check-in and presentation times at the designated meeting points within the terminal;*** ***h) the conditions for the transport of mobility equipment (for carriers only);*** ***2. Procedure for complaints and compensation in respect of damaged or lost mobility equipment.*** ***3. Implementation of the disability awareness and assistance training.*** ***4. Cooperation with organisations representing disabled persons and persons with reduced mobility.***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
				5. Conditions under which the transport service may be refused.
Annex IV, fourth paragraph				
G 374	Punctuality of regular services, and general principles to cope with disruptions to regular services	Punctuality of regular services, and general principles to cope with disruptions to regular services	*deleted*	***deleted*** G
Annex IV, fifth paragraph				
G 375	Delays	Delays	*deleted*	***deleted*** G
Annex IV, fifth paragraph, point (a)				
G 376	(a) overall average delay of regular services;	(a) overall average delay of regular services;	*deleted*	***(a)*** ***deleted*** G
Annex IV, fifth paragraph, point (b)				
G 377	(b) percentage of delays caused by:	(b) percentage of delays caused by:	*deleted*	***(b)*** ***deleted*** G
Annex IV, sixth paragraph				
G 378	- severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;	- severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;	*deleted*	***-*** ***deleted*** G
Annex IV, -a paragraph				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
379	- the bus or coach becoming inoperable during the journey.	- the bus or coach becoming inoperable during the journey.	*deleted*	***-*** ***deleted***
Annex IV, -a paragraph				
380	(c) percentage of regular services delayed in departure:	(c) percentage of regular services delayed in departure:	*deleted*	***(c)*** ***deleted***
Annex IV, CI paragraph				
381	- percentage of delays of 120 mins or less;	- percentage of delays of 120 mins or less;	*deleted*	***-*** ***deleted***
Annex IV, -a paragraph				
382	- percentage of delays of more than 120 mins.	- percentage of delays of more than 120 mins.	*deleted*	***-*** ***deleted***
Annex IV, -a paragraph				
383	Cancellations of regular services	Cancellations of regular services	*deleted*	***deleted***
Annex IV, -a paragraph, point (a)				
384	(a) percentage of cancellations of regular services;	(a) percentage of cancellations of regular services;	*deleted*	***(a)*** ***deleted***
Annex IV, -a paragraph, point (b)				
385	(b) percentage of cancellations of regular services caused by:	(b) percentage of cancellations of regular services caused by:	*deleted*	***(b)*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex IV, -b paragraph				
386	- severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;	- severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;	*deleted*	- ***deleted***
Annex IV, -a paragraph				
387	- the bus or coach becoming inoperable during the journey.	- the bus or coach becoming inoperable during the journey.	*deleted*	- ***deleted***
Annex IV, -a paragraph				
388	Cleanliness of buses and coaches (air conditioning, hygiene of sanitary facilities if available, etc.) and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)	*deleted*	*deleted*	***deleted***
Annex IV, -b paragraph				
389	Results of the customer satisfaction survey(s)	Results of the customer satisfaction survey(s)	*deleted*	***deleted***
Annex IV, -c paragraph				
390	Complaint handling	Complaint handling	*deleted*	***deleted***
Annex IV, -c paragraph, point (a)				
391	(a) the number of complaints;	(a) the number of complaints;	*deleted*	***(a)*** ***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
Annex IV, -c paragraph, point (b)				
392	(b) types of complaints;	(b) types of complaints;	*deleted*	***(b)*** ***deleted***
Annex IV, -c paragraph, point (c)				
393	(c) the outcome of complaints;	(c) the outcome of complaints;	*deleted*	***(c)*** ***deleted***
Annex IV, -c paragraph, point (d)				
394	(d) reimbursements; and	(d) reimbursements; and	*deleted*	***(d)*** ***deleted***
Annex IV, -c paragraph, point (e)				
395	(e) compensation for non-compliance with service quality standards.	(e) compensation for non-compliance with service quality standards.	*deleted*	***(e)*** ***deleted***
Annex IV, -Ca paragraph				
396	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	Assistance provided to persons with disabilities and persons with reduced mobility (PRM)	*deleted*	***deleted***
Annex IV, -Ca paragraph, point (a)				
397	(a) number of denied transport services for a PRM, and the reason for it;	(a) number of denied transport services for a PRM, and the reason for it;	*deleted*	***(a)*** ***deleted***
Annex IV, -Ca paragraph, point (b)				

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		CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
G	398	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;	*deleted*	***(b)*** ***deleted***
	Annex IV, -Ca paragraph, point (ba)				
G	398a		***(ba) number of cases where the assistance was not provided or was provided with delay,***		***(ba)*** ***deleted***
	Annex IV, -Ca paragraph, point (c)				
G	399	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	(c) number of cases related to the loss or damages of mobility equipment and their outcome;	*deleted*	***(c)*** ***deleted***
	Annex IV, -Ca paragraph, point (d)				
G	400	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;	(d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;	*deleted*	***(d)*** ***deleted***
	Annex IV, -Ca paragraph, point (e)				
G	401	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	(e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;	*deleted*	***(e)*** ***deleted***
	Annex IV, -Ca paragraph, point (f)				

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
402	(f) the implementation of the disability awareness and assistance training.	(f) the implementation of the disability awareness and assistance training.	*deleted*	***(f)*** ***deleted***
Annex IVa				
402a		***Annex IVa***		***deleted***
Annex IVa, first paragraph				
402b		***In Annex III, paragraphs 7 and 8 are replaced by the following:***		***deleted***
Annex IVa, second paragraph				
402c		***Complaint handling*** ***(a) the number of complaints;*** ***(b) types of complaints;*** ***(c) the outcome of complaints;*** ***(d) reimbursements; and*** ***(e) compensation for non-compliance with service quality standards.*** ***Assistance provided to persons with disabilities and persons with reduced mobility (PRM)*** ***(a) number of denied transport services for a PRM, and the reason for it;*** ***(b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;*** ***(c) number of cases related to the loss or damages of mobility equipment and their outcome;***		***deleted***

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	CLEAN Commission Proposal	VS.EC EP Mandate	VS.EC Council Mandate	VS.AGR Coreper mandate
		(d)number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements); ***(e) number of cases where the assistance was not provided or was provided with delay,*** ***(f) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;*** ***(g) the implementation of the disability awareness and assistance training, including the frequency of the sessions and participation of organisations representing persons with disabilities and reduced mobility."***		

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