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In view of the meeting of the Working Party on Transport – Intermodal Questions and Networks on 31 May 2024, delegations will find in the Annex a new Presidency compromise proposal, revised in light of the discussion during the Working Party meeting on 2 May 2024.

Changes in comparison to the previous Presidency compromise are presented in **bold underlined** and ~~strikethrough~~. Previously introduced changes are presented in underlined and ~~strikethrough~~. Comments on the text are added in footnotes in *[italic]*.

2023/0436 (COD)

Proposal for a

REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL**on passenger rights in the context of multimodal journeys****CHAPTER I****GENERAL PROVISIONS***Article 1***Subject matter**

This Regulation establishes rules applicable to multimodal transport as regards the following:

- (a) non-discrimination between passengers with regard to transport conditions and the provision of tickets;
- (b) information to passengers;
- (c) passengers' rights in the event of disruption, in particular in the context of a missed connection between different transport modes;
- (d) non-discrimination against, and assistance for, persons with disabilities and persons with reduced mobility;
- (e) the definition and monitoring of service quality standards;
- (f) handling of complaints;
- (g) general rules on enforcement;
- (h) penalties.

Article 2

Scope^[1]

1. **Without prejudice to paragraphs 1a and 1b,** ~~This Regulation shall apply to multimodal journeys, of which all the transport services concerned fall under the scope of the Union legislation on passenger rights², offered by carriers or intermediaries to passengers in the form of :~~ **(a) a single multimodal contract tickets or, (b) a combined multimodal tickets, where the following cumulative conditions are fulfilled:**

(a) the journey is composed of transport services which all fall under the scope of the sectoral Union legislation on passenger rights and none of which are covered by an exemption granted by Member States in accordance with Article 2(4) of Regulation (EU) No 1177/2010, of Article 2(2) to (6) of Regulation (EU) 2021/782;

(b) where the journey is composed of a regular transport service by bus or coach within the meaning of Article 3, point (a) of Regulation (EU) No 181/2011, the scheduled distance of which is of 250 km or more;

^[1] The Presidency intends to add the following recital **4a (to be updated once the text of the Article 1 is stabilised):**

*“This Regulation should apply to multimodal journeys, **or parts of a multimodal journey,** of which all the transport services concerned fall under the scope *ratione materiae, personae and loci* of the Union legislation on passenger rights, offered by carriers or intermediaries, including third-country intermediaries, to passengers.”*

² ~~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>; 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>); 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>); 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>); 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, 28.2.2011, p. 1, ELI: <http://data.europa.eu/eli/reg/2011/181/oj>);~~

(c) the journey is composed of transport services for all of which a specific time of departure is indicated explicitly and clearly on the ticket, on another document or electronically in a manner that allows the passenger to reproduce the information for future reference.

The condition set out in point (c) is not fulfilled where the passenger uses a travel pass or a season ticket for one or more transport services forming part of the journey, except in case the passenger made a reservation in line with that point.

In case one or more transport services forming part of the journey do not comply with the conditions set out in points (a) to (c) of the first subparagraph of this paragraph, this Regulation shall apply only to the parts of that journey consisting of at least two consecutive transport services that comply with those conditions.

~~(e) — separate multimodal tickets. ^[3]~~

~~1a. — With respect to multimodal journeys involving a regular transport service by bus or coach, this Regulation shall apply where the scheduled distance of that service is 250 km or more, without prejudice to Article 2(2) of Regulation (EU) No 181/2011.~~

~~1b. — This Regulation shall not apply to a journey starting from, crossing or arriving at, the territory of a Member State which has made use of Article 2(4) of Regulation (EU) No 1177/2010, of Article 2(2) to (6) of Regulation (EU) 2021/782 where that journey involves a transport service covered by one of those exemptions, as relevant.~~

1a. Article 4a of this Regulation shall apply to all multimodal journeys offered by carriers or intermediaries to passengers, regardless the type of tickets offered and whether the conditions laid down in points (a) to (c) of paragraph 1 of this Article are fulfilled.

1b. Provisions of this Regulation relating to multimodal passenger hubs shall apply to those hubs located in the urban nodes listed in Annex II of Regulation (EU) No 2024/...⁴, which serve as connection points between transport services, of at least two

^[3] *The Presidency intends to clarify in the preamble that this Regulation does not apply to separate multimodal tickets.*

⁴ **Regulation (EU) No 2024/... of the European Parliament and of the Council of ... 2024 on Union guidelines for the development of the trans-European transport network, amending Regulation (EU) 2021/1153 and Regulation (EU) No 913/2010 and repealing Regulation (EU) 1315/2013 (OJ L ..., ELI: ...).**

transport modes, that comply with the conditions set out in paragraph 1, points (a) and (b).

2. This Regulation shall apply to carriers, intermediaries, **and** terminal managers **and** **multimodal passenger hub managers**. ~~It shall also apply to multimodal hub managers operating Single Points of Contact at multimodal passenger hubs at the urban nodes listed in Annex II of Regulation (EU) No 2024/...~~⁵.
3. This Regulation is without prejudice to the following rules laid down by other Union legislation regulating other aspects of the protection of passengers, and complements that protection:
- (a) Union **sectoral** legislation on passenger rights^[6];
 - (b) Union legislation on package travel and linked travel arrangements⁷;
 - (c) Union legislation on consumer protection⁸.

⁵ ~~Regulation (EU) No 2024/... of the European Parliament and of the Council of ... 2024 on Union guidelines for the development of the trans-European transport network, amending Regulation (EU) 2021/1153 and Regulation (EU) No 913/2010 and repealing Regulation (EU) 1315/2013 (OJ L ..., ELI: ...).~~

^[6] ***The Presidency considers that it might be necessary to introduce in this Regulation further provisions to explain the articulation between this Regulation and EU sectoral legislation on passenger rights.***

⁷ 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 Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: <http://data.europa.eu/eli/dir/2015/2302/oj>).

⁸ 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 (Text with EEA relevance) (OJ L 345, 27.12.2017, p. 1, ELI: <http://data.europa.eu/eli/reg/2017/2394/oj>); Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market and amending Council Directive 84/450/EEC, Directives 97/7/EC, 98/27/EC and 2002/65/EC of the European Parliament and of the Council and Regulation (EC) No 2006/2004 of the European Parliament and of the Council ('Unfair Commercial Practices Directive') (Text with EEA relevance) (OJ L 149, 11.6.2005, p. 22, ELI: <http://data.europa.eu/eli/dir/2005/29/oj>); 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>); Directive (EU) 2020/1828 of the European

4. This Regulation shall not apply to combined multimodal tickets where they are combined by an organiser as part of a package under Directive (EU) 2015/2302⁹.
5. Paragraph 1, point (a) of Article 7 shall apply to passengers whose single multimodal ~~contracts~~ tickets form part of a package, unless where a right to reimbursement arises under Directive (EU) 2015/2302¹⁰.

Article 3

Definitions

For the purposes of this Regulation, the following definitions apply:

- (1) ‘multimodal journey’ means a journey of a passenger between a point of departure and a final destination covering at least two transport services and at least two modes of transport;

(1a) ‘Union sectoral legislation on passenger rights’ means, as relevant, 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); 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); Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers’ rights

Parliament and of the Council of 25 November 2020 on representative actions for the protection of the collective interests of consumers and repealing Directive 2009/22/EC (OJ L 409, 4.12.2020, p. 1 ELI: <http://data.europa.eu/eli/dir/2020/1828/oj>); Council Directive 93/13/EEC of 5 April 1993 on unfair terms in consumer contracts (OJ L 95, 21.4.1993, p. 29, ELI: <http://data.europa.eu/eli/dir/1993/13/oj>).

⁹ 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 Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: <http://data.europa.eu/eli/dir/2015/2302/oj>).

¹⁰ 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 Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: <http://data.europa.eu/eli/dir/2015/2302/oj>).

and obligations (recast), (OJ L 172, 17.5.2021, p. 1); 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); and 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, 28.2.2011, p. 1);

- (2) ‘carrier’ means a natural or legal person, other than an intermediary, offering transport services to the general public, **namely**, ~~including~~:
- (a) operating air carriers as defined in point (b) of Article 2 of Regulation (EC) No 261/2004;
 - (b) railway undertakings as defined in point (1) of Article 3 of Regulation (EU) 2021/782;
 - (c) carriers as defined in point (d) of Article 3 of Regulation (EU) No 1177/2010; and
 - (d) carriers as defined in point (e) of Article 3 of Regulation (EU) No 181/2011;
- (2a) ‘contracting carrier’ means a carrier which concludes a contract of carriage with a passenger;
- (3) ~~‘ticket vendor~~**intermediary**~~’~~ means any natural or legal person, **other than a carrier,** ~~other than a carrier,~~ acting on behalf of a carrier or a passenger for the conclusion of transport contracts **for multimodal journeys**;
- ~~(4) ‘intermediary’ means a ticket vendor, as well as or an organiser or retailer as defined in points (8) and (9) respectively of Article 3 of Directive (EU) 2015/2302 other than a carrier;~~
- (5) ‘ticket’ means valid evidence, regardless of its form, of the conclusion of a transport contract;
- (5a) ‘travel pass’ or ‘season ticket’ means a ticket for an unlimited number of journeys which provides the authorised holder with multimodal journey during a specified period;**
- (5b) ‘reservation’ means an authorisation, on paper or in electronic form, giving entitlement to transportation subject to previously confirmed personalised transport arrangements;**

(5c) ‘durable medium’ means any instrument which enables to store information in a way accessible for future reference for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of the information stored;

(6) ‘transport contract’ means a contract of carriage between a carrier and a passenger for the provision of one or more transport services;

(7) ‘single multimodal ~~contract~~ ticket’ means a ticket, purchased by means of a single payment by the passenger, for a multimodal journey representing a single transport contract ~~for a multimodal journey~~ and containing successive transport services, having each a specified schedule, operated by one ~~carrier~~ or ~~more~~ ~~more several~~ carriers having concluded underlying corresponding arrangements between them and with the intermediary where an intermediary is involved;

(8) ‘combined multimodal ticket’ means a ticket or tickets for a multimodal journey representing separate transport contracts and containing successive transport services, having each a specified schedule, which are combined by a carrier or intermediary on its own initiative, and which are purchased by means of a single payment by the passenger;

(9) ‘separate multimodal tickets’ mean tickets for a multimodal journey representing separate transport contracts, containing successive transport services, having each a specified schedule, which are offered together by a carrier or intermediary, or combined by the passenger on their own initiative, and which are purchased by means of separate payments by the passenger;

(10) ‘transport service’ means a passenger transport service that operates between terminals or stops according to a timetable, including transport services offered for re-routing;

(11) ‘managing body of the airport’ means a body as defined in point (f) of Article 2 of Regulation (EC) No 1107/2006;

(12) ‘airport’ means an airport as defined in point (j) of Article 2 of Regulation (EC) No 1107/2006;

(13) ‘railway station manager’ means a station manager as defined in point (3) of Article 3 of Regulation (EU) 2021/782;

(14) ‘railway station’ means a station as defined in point (22) of Article 3 of Regulation (EU) 2021/782;

- (15) ‘port terminal’ means a terminal as defined in point (k) of Article 3 of Regulation (EU) No 1177/2010;
- (16) ‘port terminal operator’ means a terminal operator as defined in point (s) of Article 3 of Regulation (EU) No 1177/2010;
- (17) ‘bus or coach terminal’ means a terminal as defined in point (m) of Article 3 of Regulation (EU) No 181/2011;
- (18) ‘bus terminal managing body’ means an entity as defined in point (o) of Article 3 of Regulation (EU) No 181/2011;
- (19) ‘terminal’ means an airport, railway station, port terminal or bus or coach terminal;
- (20) ‘terminal manager’ means a managing body of the airport, a railway station manager, a port terminal operator or a bus terminal managing body;
- (21) ‘multimodal passenger hub’ means a connection point as defined in point 11(4) of Article 3 of Regulation (EU) No 2024/XXX^[1]; ~~a connection point between at least two transport modes for passengers, where access to public transport and transfers between modes, including Park and Ride stations and active modes, are ensured and which act as an interface between urban nodes and longer distance transport networks;~~
- (22) ‘multimodal **passenger** hub manager’ means a terminal manager, ~~designated by the Member State,~~ responsible for the management of a multimodal passenger hub;
- (23) ‘missed connection during a multimodal journey’ means a situation where a passenger misses one or more transport services in the course of a multimodal journey, as a result of the delay at departure or arrival or cancellation of one or more ~~previous~~ preceding transport services, or of the departure of a transport service before the scheduled departure time, or of a denied boarding, as defined in point (j) of Article 2 of Regulation (EC) No 261/2004, ~~on one or more preceding transport services;~~
- (24) ‘person with disabilities’ and ‘person with reduced mobility’ mean any person who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder his or her full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age;

^[1] Reference to TEN-T Regulation, exact reference to be checked upon publication.

- (24a) ‘accessible format’ means a format that gives the person with disabilities or with reduced mobility an access to any relevant information, including allowing such person to have access as feasibly and comfortably as a person without any of the impairments or disabilities, and which meets accessibility requirements defined in accordance with the applicable legislation such Annex I of Directive (EU) 2019/882;
- (24b) ‘assistance dog’ means a dog specifically trained to perform tasks directly related to the person’s disabilities to increase independence and to mitigate the limitations of a person with a disability, certified in accordance with applicable national rules, where such rules exist;
- (25) ‘small and medium-sized enterprises’ or ‘SMEs’ means undertakings fulfilling the criteria laid down in Annex I to Commission Regulation (EU) No 651/2014;
- (26) ‘real-time information’ means information that is distributed before and during the journey in case of cancellation, disruptions and delays of transport service and is provided without undue delay, as soon as it is available.

Article 3a

Designation of multimodal passenger hub managers

Multimodal passenger hub managers shall be designated, in accordance with national law, for the purpose of implementing this Regulation.

At the latest [six months after the entry into force of this Regulation], Member States shall adopt the rules for the designation of the multimodal passenger hub manager.

CHAPTER II

TRANSPORT CONTRACTS AND INFORMATION

Article 4

Non-discriminatory contract conditions and tariffs

1. Without prejudice to social tariffs, carriers or intermediaries shall offer contract conditions and tariffs for multimodal journeys to the general public without direct or indirect discrimination on the basis of the passenger’s nationality or of the place of establishment within the Union of the carrier or intermediary.

2. Social tariffs shall be acceptable provided that they do not discriminate on the basis of nationality of the passenger.

Article 4a^[12]

Information to passengers on their rights^[13]

1. When offering tickets for a multimodal journey and prior to the purchase, carriers and intermediaries shall inform passengers on:

- (a) the type of ticket or tickets being offered, in particular whether the ticket or the tickets constitute a single multimodal ticket, a combined multimodal ticket or separate multimodal tickets;
- (b) the general conditions applicable to the ticket, and
- (c) the rights and obligations, attached to the type of ticket, of the passenger, the carrier and the intermediary under this Regulation and relevant sectoral Union legislation on passenger rights.

In order to comply with the information requirement set out in point (c), the carrier and the intermediary may use a summary of the provisions of this Regulation and of relevant sectoral Union legislation on passenger rights prepared by the Commission in all official languages of the Union and made available to the public.

2. An intermediary or a carrier acting as an intermediary which sells a combined multimodal ticket shall inform the passenger prior to the purchase, that the combined multimodal ticket consists of separate transport contracts with no rights under Articles 7, 8 and 9 of this Regulation to reimbursement, re-routing, assistance or compensation in case of a missed connection. Such information shall be provided explicitly and clearly when selling the ticket and on the tickets, or on another

^[12] Ex-Article 19 and ex-Article 10(2).

^[13] The Presidency intends to add the following sentence at the end of recital 9:

“In particular, carriers and intermediaries offering types of tickets or tickets for journeys not falling under the general scope of this Regulation should inform passengers that those tickets do not entitle their holder to any rights under this Regulation, without prejudice to their right to be informed of the general conditions applicable to those tickets and of the rights and obligations applicable under relevant sectoral Union legislation on passenger rights.”

document or electronically in such a manner that allows the passenger to reproduce the information for future reference.

3. Carriers and intermediaries offering multimodal journeys shall also inform passengers in a clear and accessible manner of the contact details of the body or bodies designated by Member States pursuant to Article 20(1) and, where relevant, their respective responsibilities.

4. Carriers and intermediaries shall provide the information under this Article in paper or electronic format, or by any other means, including in accessible formats.

5. In the event of cancellation, denied boarding, missed connection or delay at departure or arrival, carriers and intermediaries shall indicate where the information referred to in paragraph 1 can be obtained.

Article 5

Travel information for passengers

- ~~1. Carriers and intermediaries offering transport contracts on behalf of one or more carriers shall provide the passenger with information prior to purchase on whether the ticket or the tickets offered for a multimodal journey constitute a single multimodal contract ticket, a combined multimodal ticket or separate multimodal tickets, as well as on the rights associated with the type of contract or ticket.~~
2. Prior to purchase, carriers and intermediaries offering ~~transport contracts~~ tickets on behalf of one or more carriers for the purpose of a multimodal journey shall provide the passenger with:
 - (a) general guidance on minimum connecting times between the different types of transport services offered in ~~at~~the multimodal journey;
 - (b) time schedules and conditions for the fastest trip for the multimodal journey **offered by the carrier or intermediary;**
 - (c) time schedules and conditions for all available fares for the multimodal journey **offered by the carrier or intermediary,** highlighting the lowest fares.
3. Multimodal passenger hub managers shall **make publicly available information**~~also provide the passenger with general guidance~~ on minimum connecting times between the

different types of transport services **complying with the conditions set out in Article 2(1), points (a) and (b),** that operate at the multimodal **passenger** hub.

4. Carriers and intermediaries offering ~~transport contracts~~ **tickets** on behalf of one or more carriers for the purpose of a multimodal journey shall provide the passenger, with the following information before the multimodal journey:
 - ~~(a) — general conditions applicable to the contract;~~
 - ~~(b) — time schedules and conditions for the fastest trip for the multimodal journey;~~
 - ~~(c) — time schedules and conditions for all available fares for the multimodal journey, highlighting the lowest fares;~~
 - (d) disruptions and delays affecting the multimodal journey, ~~planned and in real time~~;
 - (e) procedures for the submission of complaints under Article 18 and Article 21.
5. Carriers, **and, to the extent possible, intermediaries,** offering single multimodal ~~contracts~~ **tickets** and combined multimodal tickets ~~and, where possible, intermediaries offering combined multimodal tickets~~ shall provide the passenger during the journey with the following information:
 - (a) disruptions and delays (planned and in real time);
 - (aa) in the case of a delay ~~at~~ arrival or departure, or cancellation of a service, the estimated departure time and estimated arrival time of the service or the replacement service;
 - (b) main connecting transport services;
 - (c) security and safety issues occurring on board the transport service and at terminals.
6. The information referred to in paragraphs 1 to 5 shall be provided in the most appropriate format, including by using appropriate communication technologies. This information shall be provided in an accessible format.
7. ~~The information to passengers shall be provided also by electronic means, where technically possible.~~ Where information is provided by electronic means of communication, carriers and intermediaries shall ensure that the passenger can keep any ~~written~~ correspondence in writing, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact **the** carriers and intermediaries ~~them~~ quickly and to communicate effectively.

8. ~~Where the passenger does not acquire a single multimodal contract directly from the carrier, but via an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the carriers concerned. In accordance with the principles set out in Article 5 of Regulation 2016/679, the carrier may only use these contact details to the extent necessary to comply with its obligations under this Regulation to provide information, provision of care, reimbursement, re-routing and compensation, and to fulfil the carrier's obligations under applicable Union law on safety and security. 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.~~
9. Carriers and intermediaries which are SMEs shall be exempted from the provisions on real-time information under this Article.

Article 5a^[14]

Liability for failure to provide information on the passenger rights related to a combined multimodal ticket

- 1. Where the passenger misses a connection of a subsequent transport service during a multimodal journey performed under a combined multimodal ticket, an intermediary or a carrier, who fails to prove that the passenger was provided with the information referred to in Article 4a(2), shall be liable to reimburse the total amount paid for that ticket and, moreover, to pay compensation equivalent to 75% of that amount. The right to reimbursement or to compensation shall be without prejudice to applicable national law granting passengers further compensation for damage.**
- 2. An intermediary or a carrier which sold the combined multimodal ticket shall be responsible for handling requests and possible complaints of the passenger under paragraph 1.**
- 3. The reimbursement and the compensation referred to in paragraph 1 shall be paid within 30 days after the receipt of the request.**

[¹⁴] Ex-Article 10.

Transfer of information

1. _____ Where the passenger does not acquire a single multimodal ~~contract ticket~~ directly from the carrier, but via an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the carriers concerned. ~~In accordance with the principles set out in Article 5 of Regulation 2016/679,~~ The carrier may only use these contact details to the extent necessary to comply with its obligations under this Regulation to provide the passenger with information, provision of care, reimbursement, re-routing and compensation, and to fulfil the carrier's obligations under applicable Union law on safety and security. 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.^[15]
2. _____ The carrier shall provide the possibility for the intermediary to transmit and to request the information under this paragraph as part of the booking process.
3. _____ Where an intermediary acquires a ticket on behalf of a passenger, the intermediary shall inform the carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the carrier with its own postal and electronic contact details. Upon request of the intermediary, the carrier shall provide it with the information provided to the passenger under **paragraph 1** ~~Article 5(8)~~.
4. _____ Processing of personal data under this Article shall be conducted in accordance with Regulation (EU) 2016/679¹⁶.

^[15] *Former Article 5(8).*

¹⁶ 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) (OJ L 119, 4.5.2016, p. 1–88).

Article 6

Access to travel information for carriers and intermediaries

1. Without prejudice to Article 10 (1) of Regulation (EU) 2021/782, carriers offering single multimodal ~~contracts~~ tickets shall provide other carriers and intermediaries which sell their ~~contracts~~ tickets on the basis of a contract or other arrangement between them with access to the travel information ~~set out~~ referred to in Article 5(2) to (5). Article 5(9) shall apply mutatis mutandis to the provision of information pursuant to this paragraph.
2. Carriers offering single multimodal ~~contracts~~ tickets shall distribute this information and grant access in a non-discriminatory manner and without undue delay. A one-off request shall be sufficient to have continuous access to information. The carrier obliged to make available information in accordance with paragraph 1 may request the conclusion of a contract or other arrangement on whose basis information is distributed or access is granted. The terms and conditions of any contract or arrangement for the use of the information shall not unnecessarily restrict possibilities for its reuse. The terms and conditions shall not be used to restrict competition. Carriers offering single multimodal ~~contracts~~ tickets may require from other carriers and intermediaries a fair, reasonable and proportionate financial compensation for the costs incurred in providing the access.
3. Information shall be distributed, and access shall be provided by appropriate technical means, such as application programming interfaces. It shall be ensured that these application programming interfaces are in compliance with the specifications laid down in the implementing acts adopted under Directive (EU) 2016/797.
4. Where the information covered by paragraph 1 is provided in accordance with other ~~EU Union legal~~ acts, in particular delegated acts adopted ~~under~~ on the basis of Article 6(8) of Directive 2010/40/EU of the European Parliament and of the Council¹⁷, the corresponding obligations under this Article shall be deemed to be ~~are equally~~ fulfilled with respect to the information in question.

¹⁷ Directive 2010/40/EU of the European Parliament and of the Council of 7 July 2010 on the framework for the deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other modes of transport (OJ L 207, 6.8.2010, p. 1, ELI: <http://data.europa.eu/eli/dir/2010/40/oj>).

CHAPTER III

MISSED CONNECTIONS **DURING MULTIMODAL JOURNEYS CONCLUDED UNDER A SINGLE MULTIMODAL TICKET**

Article 7

Reimbursement and re-routing

1. Where a missed connection of a subsequent transport service during a multimodal journey, concluded under a single multimodal ~~contract~~ ticket, occurs or is reasonably ~~to be~~ expected **by the contracting carrier** to occur ~~due to a delay or cancellation of a preceding transport service under that same contract~~, the contracting carrier shall immediately offer the passenger the choice between one of the following options:
 - (a) reimbursement of the full cost of the ticket, at the price at which it was bought, under the conditions by which it was paid for the part or parts of his or her journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return service to the first point of departure at the earliest opportunity;
 - (b) continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;
 - (c) continuation or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's convenience.

The contracting carrier shall make the arrangements necessary for the option chosen by the passenger.
2. Where, for the purposes of points (b) and (c) of paragraph 1, comparable re-routing is operated by the same carrier or another carrier is commissioned to perform the re-routing, this shall not generate additional costs to the passenger. That requirement also applies where the re-routing involves the use of transport of a higher service class and alternative modes of transport. Carriers shall make reasonable efforts to avoid additional connections and to ensure that delay in the total travel time is as short as possible.

3. Re-routing transport service providers shall provide persons with disabilities and persons with reduced mobility with a level of assistance and accessibility comparable to the missed transport service when offering an alternative service. Re-routing transport service providers shall pay particular attention to provide persons with disabilities and persons with reduced mobility with alternative services which are appropriate to their needs, and which differ from those offered to other passengers.
4. The reimbursement referred to in point (a) of paragraph 1 shall be paid within ~~30~~¹⁴ days after the receipt of the request. Member States may require contracting carriers to accept such requests by particular means of communication, provided that the requirement does not create discriminatory effects. The reimbursement may take the form of money, vouchers or the provision of other services provided that the terms of those vouchers and services are sufficiently flexible, in particular regarding the validity period and destination, and that the passenger expressly agrees to accept those vouchers and services. The reimbursement of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps.

Article 8

Reimbursement when the single multimodal ~~contract~~ ticket was booked through an intermediary

1. Where the passenger has bought the single multimodal ~~contract~~ ticket through an intermediary, the contracting carrier may make the reimbursement referred to in Article 7(1) point (a) through that intermediary in accordance with this Article.
2. The intermediary and the contracting carrier shall inform the passenger about the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner^[18] at the time of booking and on the booking confirmation.
3. Reimbursement through the intermediary shall be free of charge for passengers and all other parties concerned.

^[18] *The Presidency intends to clarify this concept in a recital – language from ADR Directive 2013/11/EU, Article 13(2).*

4. The 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.
5. The following shall apply in the case of reimbursement through intermediaries which have paid the contracting carrier for the single multimodal ~~contract ticket~~ from their own accounts:
 - (a) the contracting carrier shall reimburse the intermediary within ~~seven~~ 15 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~~ 15-day period shall start on the date of the passenger's choice of a reimbursement in accordance with Article 7(1), point (a), of this Regulation. The intermediary shall reimburse the passenger via the original payment method, at the latest within a further ~~seven~~ 15 days, and inform the passenger and the **contracting** carrier thereof;
 - (b) if the passenger does not receive the reimbursement within ~~30~~14 days as of the date of choosing a reimbursement in accordance with Article 7(1), point (a) of this Regulation, the contracting carrier shall contact the passenger at the latest on the day following the expiry of the ~~30~~14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the contracting carrier shall reimburse the passenger within ~~30~~14 days and inform the passenger and the intermediary thereof.

Article 9

Assistance

1. In the case of a missed connection of a subsequent transport service during a multimodal journey concluded under a single multimodal ~~contract ticket, which is due to a delay or cancellation of a preceding transport service under that same contract~~, the contracting carrier shall offer the passengers the following free of charge:
 - (a) meals and refreshments in reasonable relation to the waiting time, if they are available on the transport service or in the terminal, or can reasonably be supplied, taking into account criteria such as the distance from the supplier, the time required for delivery and the cost;

(b) hotel or other accommodation, and transport between the terminal and place of accommodation, in cases where a stay of one or more nights 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 ~~10(1a)~~¹⁹⁽¹⁰⁾ of Regulation (EU) 2021/782, the carrier 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 assistance dogs shall be taken into account, whenever possible.

2. In applying paragraph 1, the ~~operating~~ contracting carrier shall ~~ensure that~~ pay particular attention ~~is paid~~ to the needs of persons with disabilities and persons with reduced mobility, as well as to those of any accompanying persons and assistance dogs.

Article 10

Liability for combined multimodal tickets

~~1. A carrier or intermediary which sells a combined multimodal ticket shall be liable to reimburse the total amount paid for that ticket and, moreover, to pay compensation equivalent to 75 % of that amount if the passenger misses one or more connections. The right to reimbursement or to compensation shall be without prejudice to applicable national law granting passengers further compensation for damage.~~

~~1a. A carrier or intermediary shall not be obliged to pay compensation if it can prove that the missed connection was caused directly by, or was inherently linked with:~~

~~(a) extraordinary circumstances not connected with the operation of the transport mode, such as extreme weather conditions, major natural disasters or major public health crises, which the carrier, in spite of having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent;~~

~~(b) fault on the part of the passenger; or~~

~~(c) — the behaviour of a third party which the carrier, in spite of having taken the care required in the particular circumstances of the case, was unable to avoid and the consequences of which it was unable to prevent, such as on-board emergencies, law enforcement activities, sabotage or terrorism;~~

~~Strikes by the personnel of the carriers, acts or omissions by another undertaking using the same infrastructure and acts or omissions of the infrastructure and terminal managers are not covered by the exemption referred to in point (c) of this paragraph.~~

- ~~2. — The liability set out in paragraph 1 shall not apply if it is explicitly and clearly mentioned on the tickets, or on another document or electronically in such a manner that allows the passenger to reproduce the information for future reference, that the combined multimodal ticket consists of separate transport contracts with no right under this Regulation to reimbursement, re-routing, assistance or compensation in case of missed connections, and if the passenger was clearly informed of this prior to the purchase. The burden of proof that the passenger was provided with the information shall lie with the carrier or intermediary that sold the combined multimodal ticket.~~

~~The burden of proof that the passenger was provided with the information shall lie with the carrier or intermediary which sold the combined multimodal ticket.~~

- ~~3. — The carriers or intermediaries which sold the combined multimodal ticket shall be responsible for handling requests and possible complaints of the passenger under paragraph 1.~~

- ~~4. — The reimbursement and the compensation referred to in paragraph 1 shall be paid within 3014 days after the receipt of the request.~~

Article 11

~~Common form for r~~Reimbursement and compensation requests

0. Carriers and intermediaries shall clearly inform the passenger of information to be provided when requesting reimbursement and compensation.
- 0a. (former (3)) Carriers and intermediaries shall provide details on their website such as an e-mail address to which requests under paragraph 1~~2~~ may be sent by electronic means. That requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation are available, such as a form 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 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.
1. The Commission shall adopt an implementing act establishing a common form for reimbursement and compensation ~~and reimbursement~~ requests under this Regulation. That common form shall be established in accessible formats. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 26(2). The Commission shall make the common form available in all Union languages on its website.
2. Passenger shall have the right to submit their requests using the common form referred to in paragraph 1 in any of the languages of the Union. Carriers and intermediaries 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 and intermediaries shall ask the passenger to clarify the request and shall assist the passenger in doing so.

- ~~3. 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. That requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation are available, 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 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.~~
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 20(1) and 21(1) shall ensure that passengers have access to the common form referred to in paragraph 1.

CHAPTER IV

PERSONS WITH DISABILITIES AND PERSONS WITH REDUCED MOBILITY

Article 12

Right to transport

1. Carriers offering single multimodal ~~tickets contracts~~ and multimodal **passenger** hub managers shall establish non-discriminatory access rules for the transport of persons with disabilities, and the transport of persons with reduced mobility. Those rules shall comply with the rules set out in this Regulation, the relevant provisions on the limitation of transport of persons with disabilities and persons with reduced mobility in the sectoral Union legislation law on passenger rights, as well as the Union law on the accessibility requirements^[19].
2. Reservations and tickets for multimodal journeys, whether in the form of a single multimodal ~~ticket contract, or~~ a combined multimodal ~~ticket or separate multimodal tickets~~, shall be offered to persons with disabilities and persons with reduced mobility at no additional cost.

A carrier or intermediary may not refuse to accept a reservation from, or to issue a ticket to, a person with disabilities or a person with reduced mobility or, in case of a carrier, refuse to embark or require that such person be accompanied by another person, unless this is strictly necessary in order to comply with the access rules referred to in paragraph 1.
3. The access rules referred to in paragraph 1 shall be established with the active involvement^[20] of representative organisations for persons with disabilities and persons

^[19] The Presidency recalls that accessibility requirements are already covered by recital 15, including European Accessibility Act (Directive (EU) 2019/882). It is to be kept in mind that other legislative acts than EAA might be relevant for the purpose of this Regulation.

^[20] The Presidency intends to add the following recital 15a to clarify what is meant by “active involvement”: “The access rules for the transport of persons with disabilities, and the transport of persons with reduced mobility should be established with the active involvement of representative organisations for persons with disabilities and persons with reduced mobility and, where relevant, representatives of persons with disabilities and persons with reduced mobility. Those representatives should be consulted about the content of such access rules and should be able to give their opinion about those rules.”

with reduced mobility and, where relevant, representatives of persons with disabilities and persons with reduced mobility.

4. Carriers offering single multimodal tickets ~~contracts~~ and multimodal **passenger** hub managers shall publish the access rules referred to in paragraph 1 and provide them, upon request, in accessible format.
5. Where a carrier requires that a ~~disabled~~ person with disabilities or a person with reduced mobility be accompanied by another person who is capable of providing the assistance required in accordance with paragraph 2, second subparagraph, of this Article, the accompanying person shall be entitled free of charge to travel ~~free of charge~~ and to be seated, where practicable, next to the person with disabilities or ~~to~~ the person with reduced mobility.
6. When a carrier or intermediary refuses to accept a reservation from, to issue a ticket to, a person with disabilities or a person with reduced mobility or, in case of a carrier, refuses to embark or requires that such person be accompanied by another person in accordance with paragraph 2, second subparagraph, of this Article ~~makes use of the derogation provided for in Article 12 (2)~~, it shall, upon request, inform in writing and ~~or~~, where necessary, in any accessible format the person with disabilities or person with reduced mobility concerned of the reasons thereof ~~for making use of that derogation~~ within five working days of the refusal to accept the reservation or to issue the ticket or to embark or of the imposition of the condition of being accompanied. The carrier or intermediary shall make reasonable efforts to propose acceptable alternative transport to the person in question taking into account his or her accessibility needs.

Article 13

Information on accessibility to persons with disabilities and persons with reduced mobility

Carriers and intermediaries offering tickets ~~transport contracts~~ **for multimodal journeys** on behalf of one or more carriers, and multimodal **passenger** hub managers, shall provide persons with disabilities and persons with reduced mobility with information on the accessibility of the multimodal **passenger** hub and associated facilities and of services. This information shall be provided upon request in accessible format.

Assistance to persons with disabilities and persons with reduced mobility

1. In the context of single multimodal tickets ~~contracts~~, carriers, terminal managers and intermediaries shall cooperate to provide assistance ~~free of charge~~ to persons with disabilities and persons with reduced mobility, in accordance with the access rules referred to in Article 12(1) and with this Article. Carriers[, terminal managers]^[21] and intermediaries shall cooperate to ~~and~~ offer a single notification mechanism for the assistance requests, ~~in accordance with the following~~:
2. The assistance to persons with disabilities and persons with reduced mobility to be provided by each carrier, terminal manager and intermediary for each transport service involved in the multimodal journey shall be defined in accordance with this Article and, for aspects not covered by this Article, by the relevant sectoral Union legislation applicable to such transport service.
3. Assistance to persons with disabilities and persons with reduced mobility shall be provided free of charge.
A ~~[recognised]~~^[22] assistance dog shall be permitted to accompany a person with disability or person with reduced mobility free of charge, without prejudice to Regulation (EU) No 576/2013²³ and to applicable national law.
4. ~~(a)~~ Assistance shall be provided where the carrier, the intermediary with which the single multimodal ticket ~~contract~~ was purchased, the terminal manager or the Single Point of Contact referred to in Article 15, where applicable, is notified of the passenger's need for such assistance at least 48 hours before the assistance is needed.;
- . Only a single notification per journey may ~~shall~~ be required.;
- That notification shall be forwarded to all carriers, intermediaries, terminal managers and Single Points of Contact involved in the journey at least [36] hours before the assistance is needed.;

^[21] *The involvement of terminal managers remains under scrutiny for the purpose of offering single notification mechanism.*

^[22] *Still under consideration by the Presidency; to be considered in relation to the definition of assistance dog.*

²³ Regulation (EU) No 576/2013 of the European Parliament and of the Council of 12 June 2013 on the non-commercial movement of pet animals and repealing Regulation (EC) No 998/2003 (Text with EEA relevance) (OJ L 178, 28.6.2013, p. 1).

- ~~5.(b)~~ The notification referred to in paragraph 4 shall be accepted without additional costs, irrespective of the means of communication being used.;
- ~~6.(e)~~ Carriers, ~~terminal managers~~ and intermediaries or, where applicable, terminal managers and Single Points of Contact shall take all measures necessary for the reception of notifications; where carriers or intermediaries ~~ticket vendors~~ are unable to process such notifications, they shall indicate without delay alternative points of purchase or alternative means to make the notification.;
- ~~7.(d)~~ If the notification referred to in paragraph 4 is made ~~in accordance~~ within the time-limit set out in the first subparagraph of that paragraph point (a), carriers and, where applicable, terminal managers shall provide assistance in such a way that the person is able to take the transport services for which he or she holds a reservation as part of the single multimodal ticket. contract;
- ~~8.(e)~~ If ~~that the~~ notification is not made within that time-limit ~~in accordance with point (a)~~, or if no such notification has been made, the carriers and, where applicable, terminal managers shall make all reasonable efforts to provide assistance in such a way that the person with disabilities or person with reduced mobility may travel.;
- ~~(f)~~ ~~an assistance dog shall be permitted to accompany a person with disability or person with reduced mobility in accordance with any relevant Union²⁴ or national law.~~

Article 15

Single points of contact for coordination of information and assistance at multimodal passenger hubs

1. Member States ~~shall ensure~~ may require, for any multimodal journey, that terminal managers and carriers ~~on their territory~~ cooperate to establish on their territory and to operate, in accordance with paragraph 2, Single Points of Contact for persons with disabilities and persons with reduced mobility at multimodal passenger hubs in the urban nodes referred to in Annex II of Regulation (EU) No 2024/....

²⁴ ~~Regulation (EU) No 576/2013 of the European Parliament and of the Council of 12 June 2013 on the non-commercial movement of pet animals and repealing Regulation (EC) No 998/2003 Text with EEA relevance (OJ L 178, 28.6.2013, p. 1.~~

2. In cases where Member States make use of the possibility foreseen in paragraph 1, the terms for the operation of the Single Points of Contact shall be established in the access rules referred to in Article 12(1)–~~T~~ and those Single Points of Contact shall have the responsibility to:
- (a) accept requests for assistance at terminals;
 - (b) communicate individual requests for assistance to terminal operators and carriers.
- ~~2. Member States may require that terminal managers and carriers on their territory cooperate to establish and to operate single points of contact at other multimodal passenger hubs than those referred to in paragraph 1.~~
3. In cases where Member States make use of the possibility foreseen in paragraph 1, they shall allow terminal managers and carriers to decide whether to provide physical, digital or telephone Single Points of Contact, provided that those points of contact are easily accessible and allow the passenger to contact them at the terminal, when needed.

Article 16

Compensation in respect of mobility equipment, assistive devices and assistance dogs^[25]

1. Where terminal managers and carriers assisting persons with disabilities and persons with reduced mobility from one transport service to a connecting transport service, ~~either in the context of a single multimodal ticket contract or at a multimodal passenger hub~~, 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:
- (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 **[recognised]** assistance dog that was lost or injured;

^[25] *This article is under consideration by the Council Legal Service further to the comments raised in document WK 2349/24 ADD 8.*

- (c) reasonable costs of temporary replacement for mobility equipment, assistive devices or **[recognised]** assistance dogs where such replacement is not provided ~~or is not to be provided~~, by the carrier or terminal manager in accordance with paragraph 2.
2. Where paragraph 1 applies, carriers and terminal managers 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.
3. Paragraph 1 is without prejudice to the right of the carrier or terminal manager to seek redress from any third parties which contributed to the event triggering the compensation under that paragraph ~~Where a carrier or terminal manager pays compensation under paragraph 1, no provision of this Regulation may be interpreted as restricting their right to seek compensation from any person, including third parties, in accordance with the applicable law.~~

CHAPTER V

[SERVICE QUALITY AND] COMPLAINTS

[Article 17^[26]]

Service quality standards

1. Carriers offering single multimodal tickets ~~contracts~~ 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.
2. Carriers offering single multimodal tickets ~~contracts~~ 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 day of application of this Regulation], and every two years thereafter. That report shall not contain personal data.

^[26] *The Presidency considers that the provisions under this Article are closely linked to the revision of the existing legislation foreseen in the proposal on enforcement of passenger rights in the Union and should be considered together. Therefore, no suggested compromise, except purely technical changes, is included at this stage regarding this Article.*

3. Multimodal **passenger** hub managers 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.]

Article 18

Complaints to the carriers, intermediaries and multimodal passenger hubs managers

1. Each carrier offering single multimodal tickets ~~contracts~~ or combined multimodal tickets, each intermediary offering combined multimodal tickets and each ~~multimodal hub manager~~ of a multimodal passenger hub handling on average more than 10 000 passengers per day over a **calendar** year^[27] shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. They shall make their contact details and working language, or languages, widely known to passengers.
2. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility. That information shall be available upon request in the official language or languages of the Member State in which the carrier, intermediary or multimodal **passenger** hub manager is operating.
3. When passengers submit a complaint using the mechanism referred to in paragraph 1, such a complaint shall be submitted within three months of the incident that it concerns. Within one month of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that he or she will receive a reply within a period of less than three months from the date of receipt of the complaint.
4. Carriers, intermediaries and multimodal **passenger** hub managers may only use personal data under this Article to the extent necessary to handle the complaint received. They shall delete such data after the complaint has been handled and resolved.

^[27] For consistency reasons and to avoid additional burden, if a threshold were to be included in the definition of multimodal passenger hubs, this provision could be reviewed accordingly.

CHAPTER VI

INFORMATION AND ENFORCEMENT

Article 19

Information to passengers on their rights

- ~~1. When selling tickets for a multimodal journey, carriers and intermediaries shall inform passengers of their rights and obligations under this Regulation and relevant sectoral Union legislation on passenger rights. In order to comply with that 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 the public.~~
- ~~2. Carriers and intermediaries offering multimodal journeys shall also inform passengers in a clear and accessible manner of the contact details of the body or bodies designated by Member States pursuant to Article 20(1), on board and on their website and, where relevant, their respective responsibilities.~~
- ~~3. Carriers and intermediaries shall provide the information under this Article, in either paper or electronic format, or by any other means, including in accessible formats. In the event of cancellation, denied boarding, missed connection or long delay, they shall specify where such information can be obtained.~~

Article 20

National enforcement bodies

1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation. To this effect, Member States may designate a body which is already responsible for the enforcement of the Union law on passenger rights. Each body shall take the measures necessary to ensure that the rights of passengers are respected.
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.

3. By 1 June XXXX [2 years after the Regulation becomes applicable] and every 2 years thereafter, the ~~national enforcement~~ body or bodies designated in accordance with this Article shall publish a report on their website on their activity in the previous 2 calendar years, containing in particular a description of actions taken in order to implement this Regulation and statistics on complaints and ~~penalties~~ sanctions applied.

Article 21

Complaint handling by national enforcement bodies and other bodies

1. Member States shall designate the national enforcement body or any other body as the entity responsible for the handling of complaints under ~~paragraph 2 of this Article~~.
2. Where different bodies are designated under paragraph 1 of this Article and Article 20(1), those bodies reporting mechanisms shall be set up to ensure the exchange of information between them in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and in order to enable the complaint-handling body designated under this paragraph 1 to collect the information necessary to examine individual complaints.
3. Without prejudice to the possibility for consumers to seek alternative redress pursuant to Directive 2013/11/EU, after having complained unsuccessfully to the carrier, intermediary or multimodal **passenger** hub manager pursuant to Article 18, passengers may submit a complaint about an alleged infringement of this Regulation to the body designated under paragraph 1.

Such a complaint shall be submitted within three months from the notification to the passenger of the decision of the carrier, intermediary or the multimodal **passenger** hub manager dismissing entirely or partly the complaint submitted pursuant to Article 18.

Where no such notification is received within the time-limits set out in Article 18(3), the passenger shall have the right to submit a complaint under this Article as of the date of expiration of those time-limits.

- 3a. The body designated under paragraph 1 shall acknowledge receipt of the complaint within two weeks of receiving it.

It shall decide on the complaint and notify its decision to the passenger concerned within three months from the date of receipt of the complaint. For complex cases, that body may extend that period to six months from the date of receipt of the complaint. In such a case, it shall inform the passenger of the reasons thereof. Where that body is also an alternative dispute resolution body within the meaning of Directive 2013/11/EU, the time limits laid down in that Directive shall prevail.

4. Passenger complaints submitted under this Article about an incident in the context of a single multimodal ~~ticket contract~~ shall be handled by the body designated under paragraph 1 of the Member State where the contracting carrier is established or, if the contracting carrier is established outside of the Union, of the Member State where the legal or natural person acting as its legal representative is established. If the contracting carrier does not have such a representative, the complaints shall be handled by the body designated under paragraph 1 of the Member State where the multimodal journey ends or, in case of journeys ending in a third country, where it starts.
5. Passenger complaints about an incident in the context of a combined multimodal ticket offered by carriers shall be handled by the body designated under paragraph 1 of the Member State where the carrier offering this ticket is established or, if the carrier is established outside of the Union, of the Member State where the legal or natural person acting as its legal representative is established based. If the carrier does not have such a representative, the complaints shall be handled by the body designated under paragraph 12 of the Member State where the multimodal journey starts or ends or, in case of journeys ending in a third country, where it starts.
6. ~~Without prejudice to paragraphs 3 and 4, p~~Passenger complaints about an intermediary shall be handled by the body designated under paragraph 1 of the Member State where the intermediary is established or, if the intermediary is established outside of the Union, of the Member State where the legal or natural person acting as its legal representative is established based. If the intermediary does not have such a representative, the complaints shall be handled by the body designated under paragraph 12 of the Member State where the multimodal journey starts or ends or, in case of journeys ending in a third country, where it starts.

7. Where a complaint relates to alleged infringements by terminal managers or multimodal passenger hub managers, the complaint shall be handled by the body designated under paragraph 1 of the Member State on whose territory the terminal or the multimodal passenger hub is located. ~~incident occurred.~~
8. A passenger shall not be prevented from lodging a complaint against an intermediary on the ground that he already lodged a complaint against a carrier under this Article, and vice-versa.

[Article 22^[28]]

Risk-based approach to the monitoring of implementation of compliance with passenger rights

1. The national enforcement bodies shall develop a ~~compliance~~ monitoring programme to monitor implementation of compliance 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 and risk of non-compliance in the implementation of passenger rights under this Regulation. The ~~compliance~~ monitoring programme shall include a representative sample of monitoring activities.
2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers under Article 21 ~~to these bodies~~, where available, findings of the monitoring activities carried out by the national enforcement bodies ~~these bodies~~, information received pursuant to Article 21(2) and referred to in Article 23(1) and (3), as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State.
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.

^[28] *The Presidency considers that the provisions under this Article are closely linked to the revision of the existing legislation foreseen in the proposal on enforcement of passenger rights in the Union and should be considered together. Therefore, no suggested compromise, except purely technical changes, is included at this stage regarding this Article.*

4. ~~Compliance m~~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.
5. National enforcement bodies shall ensure the swift rectification of non-compliance by carriers, intermediaries and terminal managers as identified during their monitoring activities. They shall require carriers, intermediaries and terminal managers to submit an action plan to remedy non-compliance, as appropriate.
6. The ~~compliance~~ monitoring programme under paragraph 1, including 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, t~~They shall be included in the reports referred to in Article 20(3).]

Article 23

Sharing of information with national enforcement bodies

1. ~~In carrying out their functions, the national enforcement bodies may request c~~Carriers, intermediaries, terminal managers and multimodal **passenger** hub managers to shall provide ~~the national enforcement bodies with relevant documents and information, at their request without undue delay and, in any event, Such documents and information shall be provided within two one months from the receipt of the request, unless specified otherwise.~~
2. ~~In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request.~~
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.~~

Article 24

Deleted Cooperation between Member States and the Commission

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.~~
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 managers and intermediaries and report its findings to the Commission within four months of the request.²~~

CHAPTER VII

FINAL PROVISIONS

Article 25

Penalties

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 26

Committee procedure

1. The Commission shall be assisted by ~~a the committee. That committee shall be a~~ committee within the meaning of Regulation (EU) No 182/2011, established under Article 38 of Regulation (EU) 2021/782.
2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.

Article 27

Report

By XXX [five years after the date of application pursuant to Art. 28], the Commission shall report to the European Parliament and the Council on the implementation and the results of this Regulation.

The report shall be based on information to be provided pursuant to this Regulation.

Article 28

Entry into force and application

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

It shall apply from [~~2~~4 years after entry into force], **except Article 3a, second paragraph, which shall apply from [the date of entry into force of this Regulation]**.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels,

For the European Parliament

The President

For the Council

The President

ANNEX I

LIST OF URBAN NODES DELETED ^[29]

ANNEX II

^[30]

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets

Punctuality of services, and general principles to cope with disruptions to services

Number of missed connections

Percentage of missed connections

Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)

Results of the customer satisfaction survey(s)

Complaint handling

- i. the number of complaints,
- ii. types of complaints and
- iii. the outcome of complaints,
- iv. reimbursements and
- v. compensation for non-compliance with service quality standards

Assistance provided to persons with disabilities and persons with reduced mobility (PRM)

- i. number of denied transport services for a PRM, and the reason for it;

^[29] The Presidency intends to replace all references to Annex I throughout the text by the reference to TEN-T Regulation.

^[30] The Presidency considers that the Annex II is closely linked to the revision of the existing legislation foreseen in the on enforcement of passenger rights in the Union and should be considered together. Therefore, no suggested compromise is included at this stage regarding this Annex.

- ii. **number of denied transport services for** their [recognised] assistance dog or their mobility equipment and the reasons for it,
 - iii. number of cases related to the loss or damages of mobility equipment and their outcome,
 - iv. 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,
 - v. discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM
 - vi. the implementation of the disability awareness and assistance training]
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