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In view of the meeting of the Working Party on Transport – Intermodal Questions and Networks on 10 September 2024, delegations will find in the Annex a new Presidency compromise proposal on all Articles.

Changes in comparison to the previous Presidency compromise are presented in **bold underline** for the new text and ~~strikethrough~~ / **highlighted** for the text to be deleted, in order to distinguish them from previously introduced changes that are presented in underline 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 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, or Article 2(2) to (6) of Regulation (EU) 2021/782^[3];

[¹] **After further reflection, in the light of the complexity of Article 2 and in order to avoid inserting a very long recital merely repeating the content of that Article, the Presidency intends to decided not to add the following recital 4a, as previously envisaged (to be updated once the text of the Article 1 is stabilised):**

“(4a) This Regulation should apply to multimodal journeys, or parts of a multimodal journey, of which all the transport services concerned fall under the material, personal and geographical scope of the Union legislation on passenger rights, offered by carriers or intermediaries, including third-country intermediaries, to passengers.”

The Presidency will reflect further on the situation of third country intermediaries and might include a specific Article and/or recital dedicated to third country intermediaries at a later stage.

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>).

[³] *The list of exemptions remains under scrutiny by the Presidency.*

- (b) where the journey involves 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 250 km or more; and
- (c) the journey is composed of transport services having each a specified schedule **communicated to the passenger prior or during the purchase of the ticket for multimodal journey** which 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.

For the purpose of this Regulation, Union sectoral legislation on passenger rights includes, as relevant, Regulation (EC) No 261/2004 of the European Parliament and of the Council⁴, Regulation (EC) No 1107/2006 of the European Parliament and of the Council⁵, Regulation (EU) 2021/782 of the European Parliament and of the Council⁶, Regulation (EU) No 1177/2010 of the European Parliament and of the Council⁷ and Regulation (EU) No 181/2011 of the European Parliament and of the Council⁸.

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 that explicitly indicates a specific schedule of all transport services forming part of that multimodal journey.

⁴ 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>).

⁵ 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>).

⁶ 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>).

⁷ 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>).

⁸ 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>).

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 of different modes of transport, that comply with those conditions.

~~(e)~~ ~~separate multimodal tickets.~~^[9]

~~1a.~~ ~~Shuttle bus services offered by air carriers for the sole purpose of enabling passengers to connect between an air transport service and another transport service forming part of the same multimodal journey shall be regarded as forming part of the air transport service.~~

~~1b1a.~~ 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.

~~1b1b.~~ 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 2024/1679¹⁰, which serve as connection points between transport services, of at least two different modes of transport, that comply with the conditions set out in paragraph 1, points (a) and (b), and which handle on average more than 10 000 passengers, or more, per day over a calendar year¹¹.

Member States may decide that the provisions of this Regulation relating to multimodal passenger hubs also apply to multimodal passenger hubs handling on average less than 10 000 passengers per day over a calendar year.

^[9] *The Presidency intends to clarify in the preamble that this Regulation does not apply to separate multimodal tickets.*

¹⁰ Regulation (EU) No 2024/1679 of the European Parliament and of the Council of 13 June 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, 2024/1679, 28.6.2024, ELI: <http://data.europa.eu/eli/reg/2024/1679/oj>).

^[11] The Presidency acknowledges that a threshold based on the number of passengers would be very difficult to implement, in particular for hubs serving as a connecting point also for trains or buses without reservation. The Presidency would like to seek delegations' views on what other threshold, and at what level, could apply. Furthermore, the Presidency suggests introducing obligations on establishing and publishing of the lists of multimodal passenger hubs.

Member States shall notify the Commission within [2 years of the entry into force of this Regulation] of the list of multimodal passenger hubs on their territory to which this Regulation applies, and provide the Commission with updates to that list as appropriate. Based on the information received from the Member States, the Commission shall publish the list of multimodal passenger hubs to which this Regulation applies on its website.

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 I~~.

Article 2a

Articulation with other EU acts

1. This Regulation complements the protection offered by the Union sectoral legislation on passenger rights. Unless otherwise provided in this Regulation, this Regulation applies without prejudice and in addition to the relevant provisions of the Union sectoral legislation on passenger rights.
3. This Regulation applies ~~is~~ without prejudice to the Union legislation on consumer protection.

For the purpose of this Regulation, Union legislation on consumer protection includes Regulation (EU) 2017/2394 of the European Parliament and of the Council¹², Directive 2005/29/EC of the European Parliament and of the Council¹³, Directive 2013/11/EU of the

¹² 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>).

¹³ 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>).

European Parliament and of the Council¹⁴, Directive (EU) 2020/1828 of the European Parliament and of the Council¹⁵ and Council Directive 93/13/EEC¹⁶, 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;~~
- ~~(b) — Union legislation on package travel and linked travel arrangements¹⁷;~~
- ~~(c) — Union legislation on consumer protection¹⁸.~~

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- ¹⁴ 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>).
- ¹⁵ Directive (EU) 2020/1828 of the European 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>).
- ¹⁶ 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>).
- ¹⁷ 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>).
- ¹⁸ 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 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>).

4. ~~Without prejudice to paragraph 5 of this Article, t~~**T**his Regulation shall not apply to combined-multimodal tickets where they are combined by an organiser as an integral part of a package under Directive (EU) 2015/2302¹⁹.
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) 2015/2302²⁰.~~

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 different modes of transport;
- (2) ‘carrier’^[21] 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;

¹⁹ 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>).

²⁰ ~~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>).~~

^[21] **The use of terms ‘carrier’, ‘contracting carrier’ and ‘operating carrier’ remains to be checked throughout the text to see whether a reference should be made to the operating carrier or to the contracting carrier or to both.**

- (2a) ‘contracting carrier’ means a carrier which concludes a contract of carriage with a passenger;
- (2b) ‘operating carrier’ means a carrier that performs or intends to perform a transport service under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;
- (3) ‘~~ticket vendor~~ intermediary’ means any natural or legal person, ~~other than a carrier, other than a carrier,~~ acting as part of a commercial activity on behalf of a carrier or a passenger for the conclusion of transport contracts for multimodal journeys;
- (4) ‘intermediary’ means a ~~ticket vendor 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) ‘**full** cost of the ticket’ means **final price to be paid**~~full price paid~~ at the end of the reservation process ~~that, and~~ includes the fares for the transport services, all optional ~~extras~~ directly linked to the operation of transport (such as a reservation of a specific seat, ~~a cancellation insurance~~ or a luggage reservation) and any intermediation fees, **unless those fees have been set without the knowledge of the carrier, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage**²², to the exclusion of insurance fees linked to additional insurance taken out by the passenger;
- (5d) ‘durable medium’ means any ~~support instrument~~ which enables **the passenger** to store information in a way accessible for future reference, for a period of time adequate for the

^[22] The Presidency suggests adding “*regardless whether those extras have been paid together with the fares for the transport service or separately at a later stage*” to cover also those extras that have been bought by the passenger after having bought the transport ticket (it is not unusual that the passenger buys first its ticket and buys such extras only at a later stage).

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 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 or more carriers having concluded between them, and with the intermediary where an intermediary is involved, an arrangement agreement to offer those transport services in the form of a single transport contract;
- (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 **commercial transaction 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, and which are purchased by means of separate ~~payments~~ **commercial transactions** 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 of Article 3 of Regulation (EU) No 2024/1679;~~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 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;
- (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 allowing to increase independence and ~~to mitigate the limitations~~ **self-determination** of persons with a disability, officially recognised 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;

Article 3a

Designation of multimodal passenger hub managers

Managers of multimodal passenger hubs referred to in Article 2 (1b) shall be designated, in accordance with the relevant national law and applicable rules, for the purpose of implementing this Regulation.

At the latest [~~12 months~~ **2 years** after the entry into force of this Regulation], Member States shall adopt the rules for the designation of multimodal passenger hub managers.

Article 3b^[23]

Processing of personal data

1. The processing of personal data under this Regulation shall be carried out in accordance with Union law on the protection of personal data, in particular Regulation (EU) 2016/679.

^[23] *The Presidency intends to delete recital 22 and amend recital 21 as follows:*
“(21) The application of this Regulation will 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 this Regulation by carriers, intermediaries and multimodal passenger hub managers should be carried out in accordance with Union law on the protection of personal data, in particular as laid down in in Regulation (EU) 2016/679 of the European Parliament and of the Council, for the purposes and the duration set out in this Regulation. An initial period of personal data retention of 72 hours after the completion of the journey should be provided in order to allow relevant operators notably to gather information on any incident that might have occurred during that journey and which

2. Carriers, intermediaries and multimodal passenger hub managers may only use personal data processed pursuant to this Regulation to the extent necessary for the purposes of fulfilling their obligations under this Regulation in respect of the passenger's right to information, provision of care, re-routing, reimbursement and compensation and complaint handling. They may keep such data for no longer than 72 hours after the completion of the multimodal journey or for a longer period to the extent necessary for the purposes of fulfilling such obligations.

might subsequently give rise in particular to reimbursement requests and complaints. Moreover, it should be possible for those operators to retain data for a longer period where necessary to allow carriers, intermediaries and multimodal passenger hub managers to comply with their obligations under this Regulation regarding the provision of care, reimbursement, re-routing and compensation and complaint-handling. A retention of period of 72 hours might indeed be too short to allow those operators to comply with those obligations. 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 that Regulation.

Any further processing of passengers' personal data, including further retention of such data by carriers, intermediaries and multimodal passenger hub managers, should be carried out in accordance with Regulation (EU) 2016/679 and other applicable Union or Member State law. In particular, carriers, intermediaries and multimodal passenger hub managers may use passengers' personal data or keep such data for a longer period than the retention period provided with in this Regulation where data are further processed for a purpose compatible with the purpose for which the personal data were initially collected, such as for the purpose of dispute-resolution concerning the implementation of this Regulation, including judicial proceedings under national and EU law, or where such further processing is based on Union law, such as 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 or 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, or Member State law in accordance with Article 6(4) of Regulation (EU) 2016/679.

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."

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^[24]

Information to passengers on their rights^[25]

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.

^[24] Ex-Article 19 and ex-Article 10(2).

^[25] 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.”

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 **on a durable medium** when selling the ticket ~~on a durable medium~~.
3. Carriers and intermediaries offering multimodal tickets 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 **on a durable medium** ~~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, in the framework of multimodal journeys under a single multimodal ticket or combined multimodal ticket, 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, 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 a the multimodal journey;
 - (b) time schedules and conditions for the fastest trip for the multimodal journey offered by the carrier or intermediary, including a specific schedule for all the transport services forming part of the multimodal journey;
 - (c) time schedules and conditions for all available fares for the multimodal journey offered by the carrier or intermediary, including a specific schedule for all the transport services forming part of the multimodal journey, highlighting the lowest fares.
3. Multimodal passenger hub managers shall make publicly available information ~~also provide 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, or indication where real-time information on disruptions and delays can be found, 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 ~~in~~ arrival or departure, or cancellation of a service, the estimated departure time and estimated arrival time of the service or of the replacement service;

(b) main connecting transport services;

(c) security and safety issues occurring on board the transport service and at terminals.

6. **The specific schedule for all the transport services forming part of the multimodal journey, referred to in paragraph 2 points (b) and (c), shall be indicated explicitly and clearly on a durable medium. Other**~~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. Where it is not technically possible to ensure that the passenger can keep the correspondence on a durable medium, the burden of proof concerning the questions as to whether and when **they have provided the necessary information to passenger**~~the passenger has been informed~~ shall rest with carriers and intermediaries. 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^[26]

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, the intermediary or the carrier which sold the combined multimodal ticket, 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%]^[27] 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. The intermediary or the 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.

^[26] Ex-Article 10.

^[27] **The Presidency took note of the concerns expressed by a number of Member States about the excessive level of compensation. While the Presidency considers that it is important to maintain a deterrent effect of the compensation, the exact level of compensation remains under Presidency's consideration.**

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 **inform the carrier at the time of booking about the fact that it has booked the ticket as an intermediary, and** 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, t~~~~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.]~~ **The intermediary shall also provide the carrier with its own postal and electronic contact details.**
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~~ **The intermediary shall provide the carrier also 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 Articles 4a and 5.**
4. _____ ~~Processing of personal data under this Article shall be conducted in accordance with Regulation (EU) 2016/679²⁸.~~
5. **This Article, insofar as it applies to compensation requests, of this Regulation shall apply in addition to the relevant provisions of the Union sectoral legislation on passenger rights on passengers' rights to compensation.**

²⁸ _____ ~~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 Council²⁹, the ~~corresponding~~ obligations under this Article shall be deemed to be ~~are equally~~ fulfilled with respect to the information in question.

²⁹ 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-performed~~ under a single multimodal ~~contract ticket~~, occurs or is reasonably to be expected by the contracting carrier to occur due to the circumstances listed in Article 3(23) ~~due to a delay or cancellation of a preceding transport service under that same contract~~, the contracting or operating 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 might differ from those offered to other passengers.
4. The reimbursement referred to in point (a) of paragraph 1 shall be paid within ~~30~~44 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 linked to the reimbursement 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~~ **booked** 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^[30] 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. The reimbursement of the ticket price shall not be reduced by financial transaction costs linked to the reimbursement such as fees, telephone costs or stamps.

^[30] *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.

4a. In the case the intermediary is not involved in the reimbursement process, Article 8(1), point (a), shall apply to the reimbursement.

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 **within 15 days** the intermediary **of the full cost of the ticket,** ~~within seven 15 days,~~ in one transaction through the same payment method which was used at the time of **the booking of the transport service**, 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 **which was used at the time of the booking of the transport service^[31]**, 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.

^[31] **The Presidency suggests inserting this clarification (“at the time of the booking of the transport service” above) to avoid any doubt regarding the moment of the booking and the payment method used: a passenger may book its ticket and pay optional extras such as reservation of a specific seat (which form part of the “cost of the ticket”) at different moment in time and using different means of payment.**

Article 9

Assistance

1. In the case of a missed connection of a subsequent transport service during a multimodal journey ~~concluded~~ performed under a single multimodal ~~contract~~ ticket, due to the circumstances listed in Article 3(23), 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 19(10) of Regulation (EU) 2021/782, the~~ The carrier may limit the duration of accommodation to a maximum of three nights ~~In cases where an additional stay becomes is necessary due to weather conditions endangering the safe operation of the transport service or to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken-, the carrier may limit the duration of accommodation to a maximum of three nights~~ ^[32] 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.

^[32] The Presidency intends to add the following recital 12a to specify under which conditions the limitation can occur: “*Adequate accommodation for passengers may not necessarily consist of hotel rooms but also of any other suitable accommodation that is available, depending in particular on the circumstances relating to each specific situation, the passengers’ vehicles and the characteristics of the carriage. In cases where an additional stay becomes necessary due to weather conditions endangering the safe operation of the transport service or to extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken, the carrier should be allowed to limit the duration of accommodation. Carriers should, in accordance with generally accepted principles, bear the burden of proving that the ~~missed connection was caused by~~ stay is needed due to such weather conditions or extraordinary circumstances.*”

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.~~
- ~~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 14 days after the receipt of the request.~~

Article 11

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

- ~~0. This Article shall apply with respect to reimbursement under Articles 5a, 7 and 8 of this Regulation and compensation under Article 5a of this Regulation.~~

0a. ^[33] Carriers and intermediaries shall clearly inform the passenger of information to be provided when requesting reimbursement and compensation. 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, in an accessible format, the choice and information set out in the common form referred to in paragraph 1 and are also available in **at least the language of the booking and in a language that is broadly understood by the largest possible number of cross-border users**, 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 **official languages of the Union** on its website.
2. Passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Carriers and intermediaries shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used ~~that the form provided by the carrier or intermediary in line with paragraph 0a~~ or the common form referred to in paragraph 1, or has sent the form by other means than electronic means referred to in paragraph 0a. Passengers shall have the right to submit their request in at least **the language of the booking and in a language that is broadly understood by the largest possible number of cross-border users** an official language(s) of the Union of the place of establishment of the contracting carrier or intermediary and in a language internationally accepted in this field.

If a request is not sufficiently precise, the carriers and intermediaries shall ask the passenger to clarify and complete the request and shall assist the passenger in doing so.

^[33] Former paragraph 3.

- ~~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 Article 21(1) shall ensure that passengers have access to the common form referred to in paragraph 1 of this Article.

Article 11a

Articulation with Union sectoral legislation on passenger rights in relation with reimbursement, continuation of the journey, re-routing, assistance and compensation

1. In case of a missed connection of a subsequent transport service during a multimodal journey performed under a single multimodal ticket, that is caused by an incident that occurred during a preceding transport service of the same journey, Articles 7 to 9 and Article 11, insofar as it applies to reimbursement requests, of this Regulation shall apply to the reimbursement, continuation of the journey, re-routing and assistance. In that case, Articles 8 and 9 of Regulation (EC) 261/2004, Articles 17 and 18 of Regulation (EU) No 1177/2010, Articles 19 and 21 of Regulation (EU) 181/2011, insofar as they relate to reimbursement, continuation of the journey, re-routing and assistance, and Articles 18 and 20 of Regulation (EU) 2021/782, shall not apply. The application of Articles 7, 8, 9 and 11 of this Regulation is without prejudice to the right to seek compensation under the relevant provisions of the Union sectoral legislation on passenger rights and under Article 5a of this Regulation.
2. Articles 7, 8, 9 and 11 of this Regulation shall not apply where an incident occurring during a transport service part of a multimodal journey does not cause a missed connection with a subsequent transport service of the same journey. In such a case, passengers' rights to reimbursement, continuation of the journey, re-routing and assistance shall be regulated by the relevant provisions of the Union sectoral legislation on passenger rights.
3. ~~Article 5a~~ and Article 11, insofar as it applies to compensation requests, of this Regulation shall apply in addition to the relevant provisions of the Union sectoral legislation on passenger rights on passengers' rights to compensation.

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^[34].
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.

^[34] 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. In this context, the Presidency intends to add a reference to Web Accessibility Directive (Directive (EU) 2016/2102) in that recital.

3. The access rules referred to in paragraph 1 shall be established with the active involvement^[35] 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.
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~~ **feasible**, 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, or 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, immediately~~ inform ~~in writing 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, to embark or of the imposition of the condition of being accompanied. Upon request, t~~This information shall be provided in an accessible format. 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.

^[35] *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.”*

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.

Article 14

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]^[36] 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 or 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.
An ~~recognised~~ 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 576/2013³⁷ and to applicable national law, and provided that the safety and security of other passengers and crew are maintained.

^[36] *The involvement of terminal managers remains under scrutiny for the purpose of offering single notification mechanism.*

³⁷ 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).

- 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.;
- ~~the 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.;
- 5.~~(b)~~ The notification referred to in paragraph 4 shall be accepted without additional costs, irrespective of the means of communication being used.;
- 6.~~(c)~~ 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 paragraph 4 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 Union³⁸ or national law.~~

³⁸ — ~~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.~~

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 2024/1679.
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 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^[39]

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

^[39] **The Presidency intends to add the following recital 17a to explain the reasons why terminal managers and carriers are subject to different liability regimes:**
“Terminal managers and carriers assisting persons with disabilities and persons with reduced mobility from one transport service to a connecting transport service, in the context of a single multimodal ticket contract, should be liable where they cause the loss

context of a single multimodal ticket contract or at a multimodal passenger hub, cause, during the period within which the terminal manager is in charge of assisting the persons concerned, 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 those ~~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;
- (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.

1a. In the situations referred to in the first subparagraph of paragraph 1, the liability of the terminal managers shall be determined in accordance with the provisions set out to paragraph 1. Article 12 of Regulation 1107/2006, Article 15 of Regulation (EU) No 1177/2010, Article 17 of Regulation (EU) 181/2011 and Article 25 of Regulation (EU) 2021/782 shall not apply.

1b. Where carriers assisting persons with disabilities and persons with reduced mobility from one transport service to a connecting transport service, in the context of a single multimodal ticket contract, cause, during the period within which the carrier is in charge of assisting the persons concerned, the loss of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to,

of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to, assistance dogs used by persons with disabilities and persons with reduced mobility during the period within which they are in charge of assisting the persons concerned. With respect to carriers, since the conditions for such liability are, for certain modes of transport, in particular air and sea, governed by international conventions to which the EU is a party, in particular by the Convention for the Unification of Certain Rules for International Carriage by Air, concluded in Montreal on 28 May 1999, and the Athens Convention relating to the Carriage of Passengers and their Luggage by Sea, 1974, as amended by the Protocol of 2002, reference should be made to the applicable sectoral legislation applicable to the mode of transport concerned, which lay down specific rules and, where applicable, implement those conventions.”

assistance dogs used by those persons, the liability of those carriers shall be determined in accordance with the provisions applicable to such loss, damage or injury in the context of a single transport service as laid down in the sectoral Union legislation on passenger rights for the mode of transport concerned or, where applicable, in Regulation (EC) No 2027/97 and Regulation (EC) No 392/2009. Those provisions shall apply mutatis mutandis to such situation.

2. Where paragraphs 1 and 1b apply, 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 or, where applicable, under the sectoral Union legislation on passenger rights and other EU acts referred to in paragraph 1b, has been paid.
3. Paragraphs 1, 1a and 1b areis 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 thoseat paragraphs ~~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

~~1~~SERVICE QUALITY AND~~1~~ COMPLAINTS

~~1~~Article 17^[40]

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.~~

^[40] ~~The Presidency considers~~ suggests limiting the provisions under this Article to the standards applicable to the multimodal passenger hub managers. The service quality standards applicable to carriers ~~, while referring to the service quality standards in the EU~~

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.
3. Multimodal passenger hub managers located in a Member State shall establish service quality standards **and implement a quality management system to maintain service quality. The service quality standards shall at least cover** based on the relevant items listed in Annex II.
4. **Multimodal passenger hub managers** 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^[41]

1. Each carrier offering single multimodal tickets contracts or combined multimodal tickets, each intermediary offering combined multimodal tickets and each multimodal **passenger** hub manager **of a multimodal passenger hub handling on average more than 10 000 passengers per day over a calendar year** 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, **including in accessible format**.
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.

~~sectoral legislation~~ for all different modes of transport **would be defined in the EU sectoral legislation**, subject to their introduction through the Omnibus proposal.

^[41] The Presidency intends to amend recital 19 as follows:

“This Regulation should not affect the rights of passengers to file a complaint with a national body or to seek legal redress through national procedures in accordance with national law and international conventions where applicable, including to seek further compensation for damages. This Regulation is also without prejudice to the right of carriers, intermediaries, terminal managers and multimodal hub managers to seek redress from each other or from third parties, in particular actions in contractual or non-contractual liability, in accordance with national law.”

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 occurrence 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.

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. 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 of the contact details of the body or bodies designated by Member States pursuant to Article 20(1), on board and on their website.~~
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, 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...~~ **[4 years from the date of entry into force of this Regulation]** ~~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 on their website a report, using the model referred to in paragraph 4 of this Article, ~~on their website~~ on their activity in the previous 2 calendar years, containing in particular a description of actions taken in order to ~~implement~~ enforce this Regulation and statistics on complaints and ~~penalties~~ sanctions applied.
4. The Commission shall within [XX months] of the entry into force of this Regulation, adopt an implementing act establishing a model activity report, **setting out the minimum information that such report must contain**, in order to ensure uniform implementation of paragraph 3 of this Article and harmonisation of statistical data to be provided by Member States. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 26(2).^[42]

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.

^[42] ***The Presidency intends to add a reference to a model activity report in recital 25.***

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 without undue delay. **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.** ~~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 apply.

4. Passengers' 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. Passengers' 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 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~~Passengers' 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 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~~

Risk-based approach to the monitoring of implementation-application of ~~compliance with~~ passenger rights^[43]

1. The national enforcement bodies shall develop a ~~compliance~~ monitoring programme to monitor implementation-application of ~~compliance with~~ the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection

^[43] **The Presidency intends to add the following recital 20a:**

“The monitoring of the application of this Regulation should be based on the risk assessment. The risk assessment should ensure that risks associated with the implementation of passenger rights are identified, assessed and mitigated to provide an acceptable level of compliance.”

and correction of **important**, 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...~~ **[4 years from the date of entry into force of this Regulation]** ~~21 years after the Regulation becomes applicable~~, and every two years thereafter.
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~~ **in a manner that is** proportionate to the risks identified.
5. ~~National enforcement bodies shall ensure the swift rectification of non-compliance by carriers and terminal managers as identified during their monitoring activities. They shall require e~~Carriers, intermediaries and terminal managers shall ~~to submit to the national enforcement bodies, as appropriate, an action plan to remedy non-compliance, as appropriate, as~~ identified during the monitoring activities by the national enforcement bodies.
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...~~ **[4 years from the date of entry into force of this Regulation]** ~~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 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

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.~~

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...~~ [7 years from the date of entry into force of this Regulation] ~~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 [24 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

ANNEX II

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;~~

~~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

