



## **Rights of passengers travelling by sea and inland waterways - Regulation (EU) 1177/2010**

*Note:* 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 do not apply in respect of passengers travelling:

- (a) on ships certified to carry up to 12 passengers;
- (b) on ships which have a crew responsible for the operation of the ship composed of not more than three persons or where the distance of the overall passenger service is less than 500 metres, one way;
- (c) on excursion and sightseeing tours other than cruises; or
- (d) on ships not propelled by mechanical means as well as original, and individual replicas of, historical passenger ships designed before 1965, built predominantly with the original materials, certified to carry up to 36 passengers.

### **Passengers travelling:**

- (a) on passenger services where the port of embarkation is situated in the territory of a Member State;**
- (b) on passenger services where the port of embarkation is situated outside the territory of a Member State and the port of disembarkation is situated in the territory of a Member State, provided that the service is operated by a Union carrier;**
- (c) on a cruise where the port of embarkation is situated in the territory of a Member State.**

**have the following rights under Regulation (EU) 1177/2010:**

In the case of a **cancellation or a delay** in departure of a passenger service or a cruise, passengers departing from port terminals or, if possible, passengers departing from ports shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available.

Where a passenger service is **cancelled or delayed in departure from a port for more than 90 minutes**, passengers shall have the right to re-routing or reimbursement of the ticket price and adequate assistance (eg snacks, meals and drinks, and up to three nights in a hotel, if necessary, with financial coverage of up to EUR 80 per night). This right of accommodation does not apply if the delay or cancellation is caused by bad weather. Similarly, no late arrival benefit is paid if weather conditions or exceptional circumstances have prevented the service from being performed.

**In case of late arrival or cancellation of the trip:** compensation of 25% -50% of the ticket price depending on the delay.

**Adequate information** throughout the travel shall be provided to passengers in formats which are accessible to everybody and in the same languages as those in which information is

generally made available, as well as information about passenger rights at terminals and on board the ship. Particular attention shall be paid to the needs of disabled persons and persons with reduced mobility.

If you are disabled or have limited mobility, you are entitled to special free assistance, both at port terminals and on board ships, and financial compensation for lost or damaged mobility equipment, provided you inform the carrier in advance, no later than 48 hours before the trip, for the necessary help. Your accompanying person shall travel free of charge.

Carriers, travel agents and tour operators shall not refuse to accept a reservation, to issue or otherwise provide a ticket or to embark persons on the grounds of disability or of reduced mobility as such.

Reservations and tickets shall be offered to disabled persons and persons with reduced mobility at no additional cost under the same conditions that apply to all other passengers.

**MORE INFORMATION:**

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

[https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32010R1177;](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32010R1177)

Your Europe – Information, help and advice on EU rights – Ship passenger rights

[https://europa.eu/youreurope/citizens/travel/passenger-rights/ship/index\\_en.htm](https://europa.eu/youreurope/citizens/travel/passenger-rights/ship/index_en.htm)

Overview of National Enforcement Bodies (NEBs) under Regulation (EU) No 1177/2010

<https://transport.ec.europa.eu/document/download/0ae26167-3fd5-4125-8092-32e8987fb125>