



Press release European Consumer Centre Luxembourg

Luxembourg, 5 December 2023

New in France: free flow motorways

The first free flow motorways have opened in France... but what is the impact on users?

Judging by the figures from ECC Luxembourg, the impact may well be significant. For several years now, the ECC Luxembourg has been receiving regular requests for fines following a trip to Portugal or Italy. The 'free flow' or 'ZTL - Zona a traffico limitato' toll system already exists in these countries, and it is not unusual to receive requests concerning consumers who live in Luxembourg. They do not understand why they have to pay fines after their holidays even though they did not pass any tolls or were unaware that they were entering limited traffic zones.

In France, for the moment, only specific sections of motorway are concerned (A4 at Boulay en Moselle or A79 between Digoin - Saône and Loire and Sazeret - Allier), but the measure will soon be extended throughout the country.

In principle, the absence of a toll barrier facilitates traffic flow and reduces Co2 emissions. But be warned: a motorway without a tollgate is still a paying motorway. However, since there are no barriers, you can use them on a "free flow" basis, i.e. without queuing at toll booths. The way it works is simple: cameras are installed and vehicles are scanned. The bill is then automatically sent to the owners.

What are the payment options?

- **Payment by badge:** First of all, especially if you regularly use French motorways, you can opt for this system, which requires a subscription (several private companies offer these badges with different subscription formulas).
- **Check-in on the motorway website before the journey:** You can also register your number plate and your credit card on the motorway website before your journey. The full cost of the journey is then debited automatically, with no risk of late payment.
- **Payment via a terminal:** Payment terminals are available at motorway rest areas, allowing you to pay for your journeys using the usual payment methods.
- **Payment within 72 hours:** You can also pay within 72 hours, directly on the motorway website. Warning: If you do not pay within 72 hours, you will be fined 90€!

Consumers residing in Luxembourg can contact the European Consumer Centre Luxembourg if they have any questions.



About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters. Our services are free of charge. The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government and the Union Luxembourgeoise des Consommateurs (ULC).

Press Contact

Jean-Loup Stradella, Jurist at [Centre Européen des Consommateurs Luxembourg](http://www.cecluxembourg.lu)

Mail: stradella@cecluxembourg.lu - Tel.: +352 268 464 607 oder +352 621 638 794

Kevin Wiseler, Jurist at [Centre Européen des Consommateurs Luxembourg](http://www.cecluxembourg.lu)

Mail: wiseler@cecluxembourg.lu - Tel.: +352 268 464 609 oder +352 621 483 917