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Bus passengers' rights

updated in Septembre 2022



Since 2013, the European Union Regulation on the rights of passengers travelling by coach (Regulation (EU) No 181/2011) governs the rights of bus and coach passengers.

The regulation is fully applicable if you travel with:

- a regular service (fixed timetable, fixed routes, fixed stops) where the passenger's boarding or disembarkation takes place on the territory of a Member State;
- when the planned distance is 250 km or more.

CANCELLATION, DELAY & OVERBOOKING

The notion of delay only applies to departure and not to arrival.

In the event of delayed departure or cancellation of the journey, the carrier is required to inform passengers as soon as possible and in any case no later than 30 minutes after the scheduled departure time. If passengers miss a correspondence due to cancellation or delay, the carrier must inform passengers of other available connections.

In case of cancellation or delay of more than 120 minutes or in case of overbooking, the passenger will be immediately offered the choice between:

- Continuation of the journey or rerouting to the final destination at no extra cost, under comparable conditions and in the shortest possible time.
- Refund of the ticket within 14 days and, if necessary, free return transportation to the original point of departure as soon as possible.

If the carrier does not offer the passenger the choice of continuing the trip or rerouting to the final destination, the passenger is entitled to compensation equivalent to 50% of the ticket price in addition to the ticket refund.

ASSISTANCE

In the event of cancellation or departure from a station delayed more than 90 minutes for a trip scheduled to exceed three hours, the carrier will provide the passenger free of charge:

- Snacks, meals, refreshments in reasonable quantities considering the delay in question;
- A hotel room (up to 80 € / night and for a maximum of 2 nights) as well as assistance to ensure transportation between the site and the place of accommodation if a stay of one night or more is necessary.

ACCIDENT

In the event of an accident, the carrier must provide reasonable and proportionate assistance (first aid, accommodation, food, clothing, transportation, etc.).

The amount of compensation in case of death, bodily injury or damage to luggage is calculated in accordance with national law but is at least 220.000 € per passenger and 1200 € / luggage).

PERSONS WITH REDUCED MOBILITY

Disabled people or people with reduced mobility have the right to transport without extra charge.

However, the issuing of a ticket or boarding may be refused in two cases:

- to comply with applicable security requirements;
- when the design of the vehicle or infrastructure does not allow boarding, disembarkation or transport.

PEOPLE WITH REDUCED MOBILITY (FOLLOWING)

In these cases, it is possible to ask to be accompanied by a person of one's choice who is able to provide the necessary assistance. Thereafter the reasons for refusal of transport mentioned above are no longer valid.

The accompanying person must then be transported free of charge and must, to the extent possible, take a seat next to the disabled person or person with reduced mobility.

If you require assistance at bus stations and on the bus, you must notify the carrier, bus station operator, travel agent or tour operator at least 36 hours prior to the time of required assistance and you must arrive at least 30 minutes prior to departure (unless otherwise agreed upon with the carrier).

Carriers are liable for loss or damage to wheelchairs, mobility equipment or assistive devices. In this case, the amount of compensation constitutes the cost of replacing or repairing the equipment.

FILING A COMPLAINT

In principle, you should always file your complaint with the carrier who performed or should have performed the transportation service. Indicate the subject of your complaint, your contact details and attach your ticket or reservation number as well as all supporting documents.

Please note: your complaint must be filed within 3 months. Often, bus companies offer the possibility to fill in a complaint form directly on their website or at the ticket office.

HELP FROM CEC LUXEMBOURG

If you have difficulty with a bus company based in another State Member of the European Union, please do not hesitate to contact us.



Contactez-nous

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