

www.cecluxembourg.lu

Boat Passenger Rights

updated in July 2023



Passengers travelling by ship have the same rights as those already in place for air and rail passengers. On November 24, 2010, the European Parliament and Council adopted European Regulation (EU) No. 1177/2010, which has been applicable since 18 December 2012.

This regulation applies to boat or ferry of more than 500m for a one-way trip, to or from a Member State, and carrying more than twelve people, with certain exceptions such as excursions and tourist visits other than cruises.

Some specific regulations are also excluded for cruises (services for pleasure purposes consisting of more than two overnight stays on board), such as the rules on rerouting and refunds in the event of cancelled or delayed departures, as well as ticket price compensation in the event of late arrival.

Right to information

As a general rule, the carrier provides passengers, including cruise passengers, with adequate information throughout their journey, in an accessible way.

Cancellation and delay

In the event of cancellation or delayed departure, the carrier is under obligation to inform passengers of the estimated departure and arrival times.

In the event of cancellation or departure delayed by more than 90 minutes, the passenger is entitled, if necessary, to snacks, meals and refreshments, as well as the reimbursement of the cost of up to 3 nights' hotel accommodation, up to a maximum of €80/night.

In addition, passengers can choose between being rerouted to their final destination or having their ticket refunded.

Full refund is made within seven days in cash, by electronic bank transfer, money order or bank cheque. With the passenger's agreement, the ticket may also be refunded in full in the form of vouchers and/or other services of an amount equivalent to the price at which it was purchased, on terms that are flexible.

In addition, in the event of an arrival delay of at least 1 hour, the airline will owe the passenger a compensation equivalent to 25% or 50% of the price of the ticket, depending on the length of the journey and the delay incurred.

Compensation is paid within one month of the claim, in cash or vouchers (if conditions are flexible, including validity period and destination). Compensation is paid in cash at the passenger's request.

Please note: the carrier is exempt from its obligation to reimburse hotel costs if it can prove that the cancellation or delay is due to meteorological conditions. It is also exempt from its obligation to pay compensation in the event of exceptional circumstances.

People with reduced mobility

The carrier or travel agent cannot refuse to accept a reservation, issue a ticket or embark passengers on the sole grounds of their disability or reduced mobility. Tickets are available to people with reduced mobility at no extra charge and under the same conditions as other passengers.

Free assistance must also be provided to disabled passengers, provided they have requested it at the time of booking or 48 hours before boarding.

Complaints

Passengers may submit a complaint to the carrier within 2 months of the scheduled date of travel.

In addition, each Member State must designate a body responsible for enforcing the Regulation, and take the necessary measures to ensure compliance.

If you are unable to obtain satisfaction, please contact the European Consumer Centre in Luxembourg or the European Consumer Centres Network (ECC-Net).



Contactez-nous

+352 26 84 64 1
info@cecluxembourg.lu
www.cecluxembourg.lu



European
Consumer Centre
Luxembourg



This infosheet was funded by the European Union. The content of this press release represents the views of the author only and it is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the European Innovation Council and Small and Medium-sized Enterprises Executive Agency (EISMEA) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.

ECC Luxembourg is a GIE - Groupement d'intérêt économique and is financially supported by the European Commission, Luxembourg's Government and the Union Luxembourgeoise des Consommateurs (ULC). Our services are free of charge.



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG



Cofinancé par
l'Union européenne

