

# Regulation (EU) No. 1177/2010 concerning the rights of passengers when travelling by sea and inland waterways

## Guidance Note N° 7

### Passengers' Rights - Key Facts

This guidance note is intended to provide the passenger with some of the key facts under the EU Regulation. Further guidance is also available at [www.gov.uk](http://www.gov.uk).

**Scope of Passenger Rights Regulation** - The rights apply to passengers travelling on passenger services (e.g. ferries) which operate, to, from or within EU countries. The rights also apply to passengers travelling on cruises, where the passenger's initial point of joining the cruise is within an EU country. However, there are certain circumstances where the EU Regulation does not apply. A list of these exemptions can be found at Article 2 of the EU Regulation. [Guidance note 0](#) also covers these exemptions.

#### (i) Key Rights on Cancellations and Delays

**Information** - Where a passenger service (e.g. ferry) or cruise operator expects a departure to be cancelled or delayed, the operator should inform the passenger as soon as possible but no later than 30 minutes after the scheduled time of departure.

**Assistance** - Where a passenger service (e.g. ferry) or cruise is expected to be cancelled or delayed for more than 90 minutes beyond its scheduled departure time, passengers should be provided with free snacks, meals and refreshments in relation to the waiting time. This is provided that the refreshments can reasonably be supplied. See [Guidance note 6](#) for further information.

A ferry passenger (not cruise passenger) should also be offered a choice between –

- an alternative sailing at the earliest opportunity and at no additional cost; or
- re-imbusement of the ticket price within 7 days.

**Accommodation** - Where a sailing is cancelled or delayed and an overnight stay becomes necessary, the ferry or cruise operator should offer the passenger free of charge accommodation, where this is possible.

**Compensation** - The passenger is entitled to a minimum level of compensation of 25% of the ticket price, for that part of the affected journey, if their passenger service is delayed for at least:

- a) 1 hour for a journey of duration 4 hours;
- b) 2 hours for a journey of duration between 4 and 8 hours;
- c) 3 hours for a journey of duration between 8 and 24 hours; or
- d) 6 hours for a journey of duration of over 24 hours.

If the delay exceeds double the time set out, the compensation shall be 50% of the ticket price. The ferry or cruise operator must pay compensation within 1 month of the submission of a substantiated claim for compensation. See [Guidance note 6](#) for further information.

#### (ii) Key Rights for disabled passengers or passengers with reduced mobility

**Right to transport** - A passenger should not be refused the right to travel on the grounds of disability, unless restrictions are imposed for safety reasons, or the design of the vessel or terminal makes it impossible for the passenger to board or disembark the vessel, or for the passenger to be carried safely. See [Guidance note 5](#).

**Assistance** - Assistance should be provided free of charge to disabled passengers or passengers with reduced mobility. Where assistance is required, the passenger will need to arrive at an agreed time at a designated point. The passenger should also notify the passenger service (e.g. ferry) or cruise operator of their assistance needs at least 48 hours before the assistance is required. If less than 48 hours notice is provided by a passenger, the ferry or cruise operator must still make all reasonable effort to provide assistance. See [Guidance notes 2 and 5](#) for further information.

If a passenger is accompanied by an assistance dog, the dog will be allowed to accompany the passenger on board the vessel. Please see [Guidance note 4](#).

The passenger will also not be charged for taking onto the ship any medical or mobility equipment that is reasonably necessary for their needs during the voyage.

**(iii) Complaints** - A passenger should make their complaint initially to the ferry or cruise operator responsible for the service within two months from the date the disruption was experienced. The ferry or cruise operator must then respond to the passenger within one month from receiving the complaint, explaining whether the complaint has been accepted, rejected or is still being considered. The passenger should receive a final reply no later than 2 months after receipt of the complaint.

**(iv) Contact details** – The carrier or operator will refer complaints to the relevant voluntary complaint handling body in cases where it has not been possible to resolve the complaint with the complainant. Also, if the passenger is unsatisfied with the response from an operator, they may wish to contact the relevant voluntary complaint handling bodies. Contact details are provided below -

a) For England and Wales (excluding services operated, contracted and / or licensed by Transport for London) -  
CLIA UK and Ireland  
E-mail: [passengerrights@cruising.org](mailto:passengerrights@cruising.org) and web site: [www.cruiseexperts.org/clia](http://www.cruiseexperts.org/clia)  
Address: CLIA UK and Ireland, First Floor, 41/42 Eastcastle Street,  
London W1W 8DU  
Telephone: 020 7323 7466 and Fax: 0207 636 9206

b) For services operated, contracted and / or licensed by Transport for London -  
London Travel Watch  
E-mail: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk) and website: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)  
Address: London TravelWatch, Dexter House, 2 Royal Mint Court, London, EC3N 4QN

c) For Scotland -  
Transport for Scotland (Scottish Government)  
E-mail: [MPRAppeals@transportscotland.gov.uk](mailto:MPRAppeals@transportscotland.gov.uk) and web site: [www.transportscotland.gov.uk](http://www.transportscotland.gov.uk)

d) For Northern Ireland –  
Consumer Council for Northern Ireland  
E-mail: [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk) and web site: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)  
Address: The Consumer Council, Elizabeth House, 116 Holywood Road, Belfast BT4 1NY  
Telephone: 0800 121 6022, Text phone: 028 9067 2488 and Fax: 028 9065 7701