



**"Passenger rights: did you know that...."**

**18-09-2015**

# ***MOVING IN EUROPE: MEETING THE CHALLENGES OF EUROPEAN CITIZENS' MOBILITY FROM A CIVIC POINT OF VIEW***

**18<sup>th</sup> December 2013** – Brussels



With the support of the Europe for Citizens  
Programme of the European Union





## Civic consultation: geographical impact

**8 countries** (Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia, Slovakia and Spain);

**299 cities** (size: small 34%, medium 33%, large 15% and metropolis 18%);

**4,156 people;**

**72%** of respondents **have travelled long distances** within their country (> 250 km) throughout the year;

**66%** of respondents **have made at least one trip abroad** during the past two years.



## The sample of people

Age



Qualification



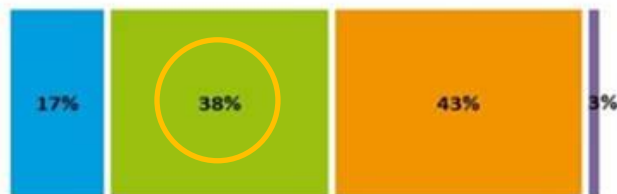
Occupation





## Passenger rights

In case of denied boarding, the airline:



- Can arbitrarily choose who is not admitted on board
- Must first appeal to people who voluntarily give up their reservations
- The airline decides according to the booking order
- No opinion

What kind of traveler are you? Try the online quiz on [www.activecitizenship.net](http://www.activecitizenship.net)

.....to find out if you are able to better protect your rights as passenger, if your daily choices in mobility are "sustainable", how important transport is in Europe and, consequently, what steps the EU is taking in this field.....

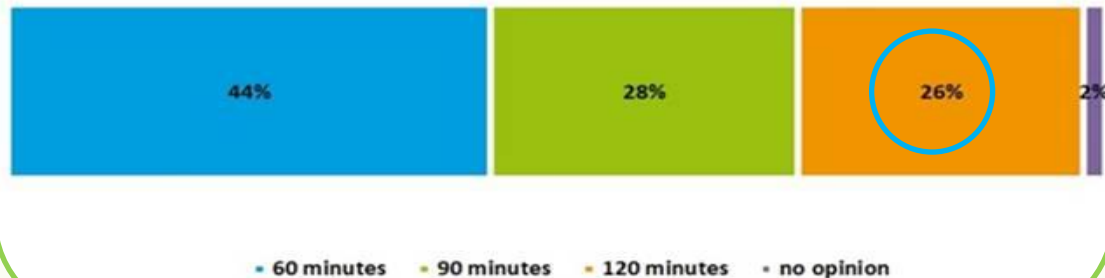
Passengers can choose to claim a full refund of the ticket if the train has a delay of more than:



- 60 minutes
- 90 minutes
- 120 minutes
- no opinion



Passengers have the right to a refund of the ticket in the event that the scheduled departure time has a delay of:



*...and then read your passenger profile on the free guide*



*How did you get on with the quiz?*

Uninformed



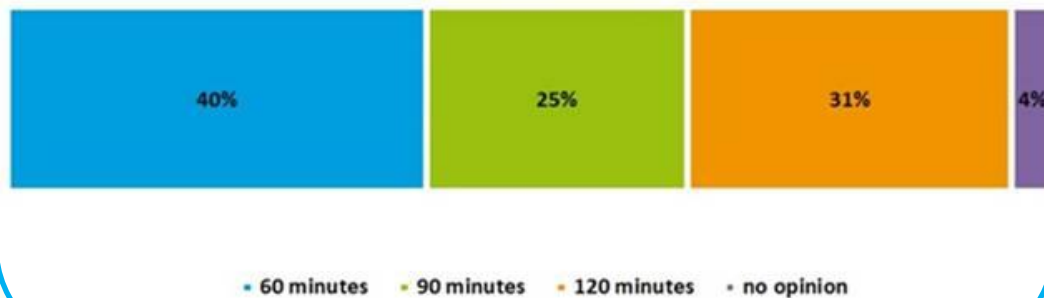
Inattentive



Smart



Passengers have the right to a refund of the ticket in case the scheduled departure time has a delay of:





**final consideration**

## WE NEED TO ACT ON WHAT WE ALREADY HAVE

Recent Directives have strengthened the legal conditions for a greater protection of passengers' rights, but they still need to strengthen the tools of protection and, in parallel, to support information to citizens by:

1. supplying information at international airports, railway stations and main transport interchanges;
2. promoting the APP that the European Commission has launched for air and rail transport, useful also for bus/coach transport and river and sea transport;
3. involving civil society as a vehicle to reach a target of citizens otherwise not accessible since they do not know how to use new technologies or social media;
4. regarding conciliation as a fast and economical way to resolve *small disputes* in transport;
5. organising counselling and protection centres within the major interchange areas and where there is the most passenger flow.





***Thank you for your  
attention!***