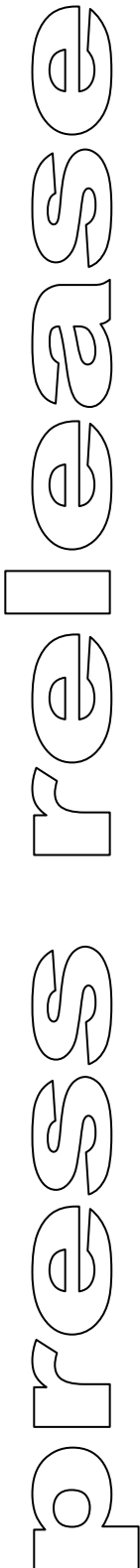




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Towards practical and adapted rules on passenger rights in bus and coach transport

The united European road transport and travel industry appeals to EU Member States to give priority to practical and adapted passenger rights rules in EU bus and coach services, based on a sound impact assessment.

Brussels – Following the result of the European Parliament plenary vote on 23 April, which failed to address important industry requests, ECTAA, ETOA, UITP and the IRU*, the four associations representing the European collective passenger transport and travel business, call upon EU Member States to privilege practical and adapted passenger rights rules, in order to redress the situation resulting from the Parliamentary vote in first reading.

The united EU road transport and travel industry requests, in particular, that all urban, suburban and regional transport services must be exempted from the scope of these rules, based on the principle of subsidiarity. In many European regions and cities, these services are provided as part of integrated multimodal public transport networks and have considerable differences compared to long distance services. A modal approach as well as a differentiation between urban/suburban on the one hand and regional on the other hand – as voted by the European Parliament – does not reflect the reality and is not attractive for passengers.

The united EU road transport and travel industry also calls for a serious impact assessment of the overall cost implications resulting from the implementation of the proposed rules, in order to guarantee an informed debate before any decision is taken.

The industry also advocates that appropriate solutions, based on a sound balance between the interests of passengers and operators are found in the following areas:

- the insuperable strict liability of operators up to EUR 220 000 per passenger in case of accident
- the impractical advance payment mechanism
- amounts of liability for damage or loss to passenger luggage
- the lack of clarity regarding the respective obligations of operators and terminal managers for assisting persons with reduced mobility
- the liability of operators in case of overbooking or delay at arrival

* **The European Travel Agents' and Tour Operators' Associations (ECTAA)** is the voice of European travel agents and tour operators. It counts travel agents' and tour operators' associations of 26 EU Member States, of two EU candidate countries, as well as Switzerland and Norway.



The **European Tour Operators Association (ETOA)** offers European level representation for the interests of inbound and intra-European tour operators, wholesalers and their European suppliers. Today, ETOA is the voice of European Inbound Travel, with over 400 Members.

The **International Association of public Transport (UITP)** is the international network for public transport authorities and operators, policy decision-makers, scientific institutes and the public transport supply and service industry. It is a platform for worldwide co-operation, business development and the sharing of know-how between its 3,100 members from 90 countries. UITP is the global advocate for public transport and sustainable mobility, and the promoter of innovations in the sector.

The **International Road Transport Union (IRU)**, through its national associations, represents the entire road transport industry world-wide. It speaks for the operators of coaches, taxis and trucks, from large transport fleets to driver-owners.

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