

## Passenger rights – FAQs



[Flight cancelled?](#)



[Bus delayed?](#)



[Ship delayed?](#)



[Train late?](#)



[Lost luggage?](#)



[Travel delayed?](#)



[Travelling is a right for all](#)

## Table of Contents

I do not want to travel any more, can I rebook or get reimbursed? .....	2
I am not feeling healthy and I am not sure whether I should be travelling?.....	2
What happens if my carrier has cancelled or postponed the flight/ train/bus& coach/ ship? .....	2
Are there additional measures in place which I have to respect before or during my travel? .....	3
What happens if I have been put in quarantine and cannot continue my travel as planned? .....	3
Am I allowed to travel if I depart from an affected area? .....	4
Can I travel if I have been in contact with someone who has been affected?.....	4
My flight has been cancelled and I will miss my next connection – so what I can do to continue my travel? .....	4

## **I do not want to travel any more, can I rebook or get reimbursed?**

Most carriers still operate normally, but please check the information given by your carrier. Some offer special conditions in the context of the Coronavirus. Check also your carriers general conditions of carriage. If applicable, you can also contact your travel insurance provider.

## **I am not feeling healthy and I am not sure whether I should be travelling?**

Please check the information given by your carrier. Some offer special conditions in the context of the Coronavirus. Check also your carriers general conditions of carriage. If applicable, you can also contact your travel insurance provider.

See also the information from the [European Centre for Disease Prevention and Control](#)..

## **What happens if my carrier has cancelled or postponed the flight/ train/bus& coach/ ship?**

Rights of passengers to information, care & assistance (reimbursement, re-routing, apply also under these extraordinary circumstances (if the conditions are fulfilled)

For air, sea and inland waterways there are so-called “force majeure clauses”, which exempt carriers for paying compensations for delays or cancellations if caused by extraordinary circumstances. Airlines can cancel flights two weeks before the scheduled departure and no compensation is due. No such exemptions are foreseen for rail. The provisions on delay and compensation do not apply to cruise ships. For bus & coach only severe weather conditions allow for exemptions regarding accommodation of stranded passengers.

Your passenger rights are in more detail explained on the [Your Europe website on passenger rights](#).



If you have further questions, you can contact the Europe Direct Contact Centre (EDCC). This is Europe's single phone number for citizens who have questions about the European Union. The Contact Centre is able to answer by phone or email in any of the 24 official EU languages.

- Freephone from all EU Member States: 00 800 6 7 8 9 10 11.
- Online form: [https://europa.eu/european-union/contact\\_en](https://europa.eu/european-union/contact_en)



If you live in the EU, Iceland, Norway or the UK, also the European Consumer Centre (ECC) in your country can

- explain your rights as a consumer
- help you settle a dispute
- tell you who to contact if they can't help

ECC Net is a network of independently-managed offices co-funded by the European Commission. The contact list you find [here](#)

The National Enforcement Bodies for passenger rights may offer also advice in case of conflicts with your carrier,, the contact list you find [here](#).

### **Are there additional measures in place which I have to respect before or during my travel?**

Check with your carrier/ travel agency/ tour operator whether it has put in place additional measures.

Passengers should follow official advice..

### **What happens if I have been put in quarantine and cannot continue my travel as planned?**

Please check with your carrier/ travel agency/ tour operator for further information and assistance. Please check the information given by your carrier// travel agency/ tour

operator. Some offer special conditions in the context of the Coronavirus. Check also your carriers general conditions of carriage. If applicable, you can also contact your travel insurance provider.

### **Am I allowed to travel if I depart from an affected area?**

Please check with your carrier/ travel agency/ tour operator for further information and assistance.

Please check also the official travel and health advice issued by the country of departure and by the country of destination (as well as, if applicable, the countries in between).

### **Can I travel if I have been in contact with someone who has been affected?**

Please check with your carrier/ travel agency/ tour operator for further information and assistance.

Please check also the official travel and health advice issued by the country of departure and by the country of destination (as well as, if applicable, the countries in between).

### **My flight has been cancelled and I will miss my next connection – so what I can do to continue my travel?**

Whether you are protected against a missed connection, depends on the kind of ticket or tickets you bought: You should check whether you have a single booking/ through-ticket or whether you have bought separate tickets. In the latter case you are normally not protected, but check with the carrier involved, they may have special conditions in place in the context of Coronavirus.

Your passenger rights are explained on the [Your Europe website on passenger rights](#),

Special rules apply also in case you booked a travel package or a so-called linked travel arrangement. Please consult the [Your Europe website on package travel](#) about your rights in case the organiser changes or cancels your trip or in case you want to cancel or postpone your trip.

You can also contact your Travel Insurance provider.