

EP TRAN Public
Hearing

Passenger Rights:
Strengthening
enforcement and
improving multimodal
journeys through new
rights

ECTIAA

THE EUROPEAN TRAVEL AGENTS'
AND TOUR OPERATORS' ASSOCIATIONS



Travel intermediaries

- Travel agents, tour operators, TMCs, OTAs,...
- Offer transparency and choice of travel options – all modes
- Welcome MMPR proposal – confidence of travel!
- 4 main issues



1. Refunds through intermediaries

Welcome clarification of rules!

- Passenger should have right to seek refund through intermediary
- List of intermediaries allowed to process refunds
 - ↳ Not feasible - 80.000 intermediaries!



1. Refunds through intermediaries - cont'd

- Welcome that refunds 'follow the money'!
 - ↪ Simple and avoid illegitimate refunds
 - ↪ Passenger not always customer (who paid)
 - ↪ If refund not processed to intermediary, latter should connect carrier and customer for refunds



1. Refunds through intermediaries - *cont'd*

- Refund deadline of 7 + 7 days
 - ↳ Not in line with global standard payment schedules
 - ↳ Need longer refund deadlines



2. Tickets sold as part of a travel package

Extend application to multimodal tickets sold as part of a package

↪ No different treatment between package travel customers and seat-only passengers!

↪ Need rules for refunds - can be accommodated in text



3. Sharing of customer contact details

Support information to passengers on operational disruptions

↪ Should not be misused for commercial purposes!

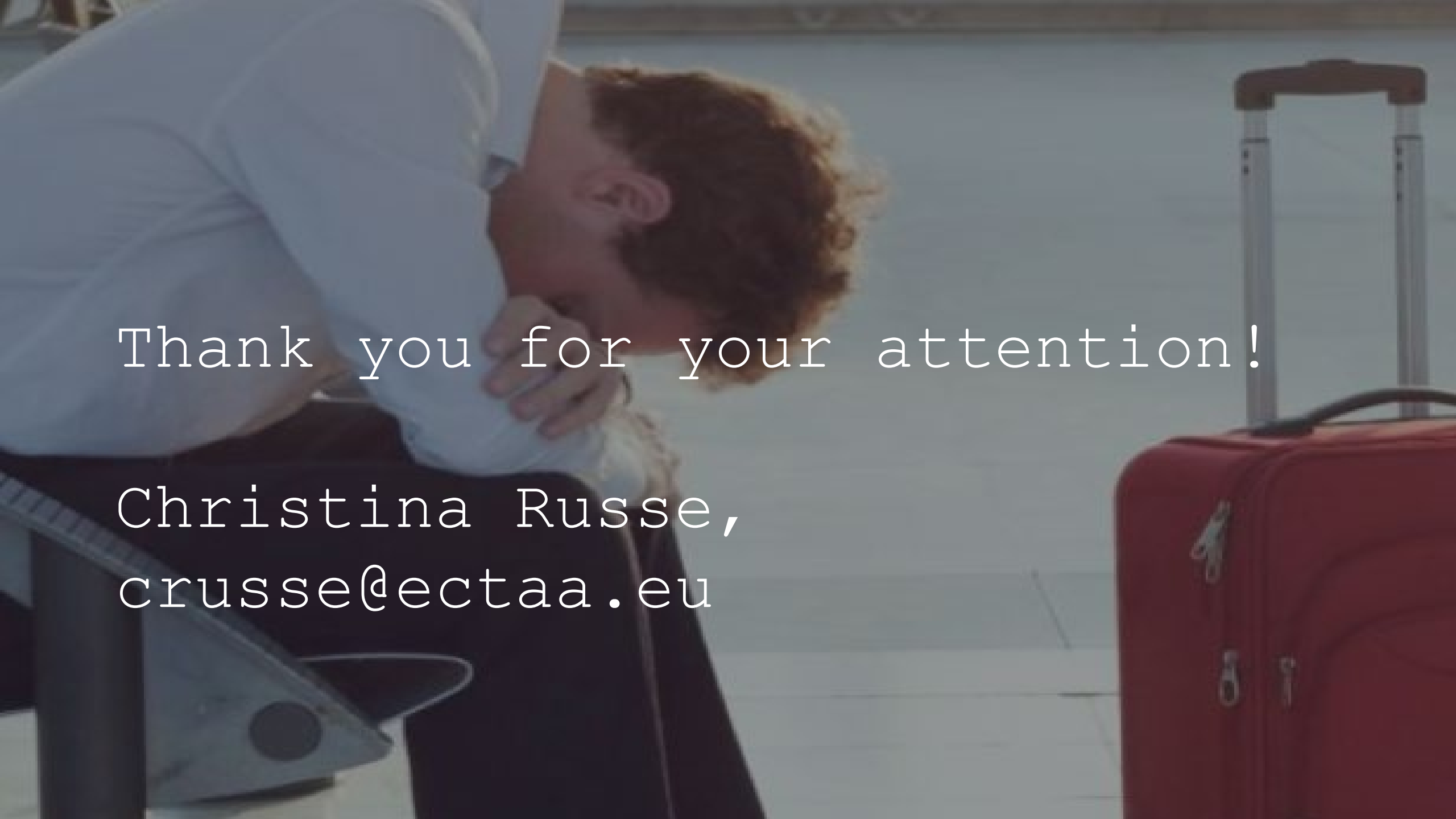
↪ Alternative system of communication should be allowed



4. Liability for missed connections

Liability if passenger not informed about existence of separate tickets

↳ 100% + 75% is excessive!

A man in a white shirt is bowing deeply with his hands clasped in front of him. To his right is a red suitcase. The background is a plain, light-colored wall.

Thank you for your attention!

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