



2023/0436(COD)

7.1.2025

DRAFT OPINION

of the Committee on the Internal Market and Consumer Protection

for the Committee on Transport and Tourism

on the proposal for a Regulation of the European Parliament and of the Council
on passenger rights in the context of multimodal journeys
(COM(2023)0752 – C9-0435/2023 – 2023/0436(COD))

Rapporteur for opinion: Cynthia Ní Mhurchú

PA_Legam

SHORT JUSTIFICATION

The objective of this initiative is to establish harmonised passenger rights for multimodal journeys across the European Union. Multimodal travel—combining at least two modes of transport such as rail, air, bus, or waterborne services—plays a crucial role in fostering sustainable and integrated mobility. However, existing gaps in legal protections leave passengers vulnerable during disruptions, particularly when switching between transport modes. This proposal aims to address these deficiencies by creating a coherent framework that ensures passengers are supported throughout their multimodal journeys.

Your rapporteur welcomes the Commission's proposal, which recognises the importance of a seamless travel experience for all passengers. The initiative introduces comprehensive protections, including clear responsibilities for carriers and intermediaries to ensure re-routing, reimbursement, and care during disruptions. These measures are essential to increasing confidence in multimodal travel, encouraging its adoption, and promoting the EU's Green Deal objectives.

This proposal particularly emphasises the rights of persons with disabilities and persons with reduced mobility (PRMs). By mandating accessible infrastructure and assistance services—such as the establishment of Single Points of Contact at multimodal hubs and the elimination of advance notification requirements for assistance—the proposal removes significant barriers to travel. These provisions align with the EU's broader commitment to inclusivity and non-discrimination.

The introduction of interoperable digital ticketing systems and standardised protocols for real-time data exchange will simplify travel planning and enhance communication during disruptions. Passengers will also benefit from clear, accessible information about their rights, provided in multiple formats to accommodate diverse needs.

Furthermore, the initiative strengthens accountability by introducing provisions for liability related to lost or damaged mobility equipment and ensuring carriers meet minimum standards for accessible communication and service delivery. Harmonised enforcement mechanisms, including a centralised EU platform for complaint handling and coordinated action by National Enforcement Bodies, will ensure consistent application of passenger rights across Member States.

Your rapporteur believes that while the proposal represents a significant step forward, it can be further strengthened to maximise its impact. The inclusion of clearer standards for accessible infrastructure and real-time communication is essential to strengthen protections for persons with disabilities and reduced mobility. Families with young children should also be recognised within the PRM classification to ensure equitable support. A robust network of Single Points of Contact at multimodal hubs should be established, facilitating seamless and uninterrupted assistance for PRMs across all transport modes. Additionally, all travel information, including rights and disruption notices, must be accessible in multiple formats such as braille, large print, and text-to-speech outputs to ensure inclusivity.

Recognising the challenges faced by small and medium-sized enterprises (SMEs), the proposal should include phased compliance measures and financial support programmes to ease their transition to the new standards. Passengers holding combined multimodal tickets must be guaranteed re-routing and care equivalent to those with single-contract tickets.

Intermediaries should be held accountable for providing assistance, meals, and accommodation during disruptions. The establishment of consistent penalties for non-compliance and uniform operational standards for National Enforcement Bodies will enhance the effective application of passenger rights. A centralised EU platform will streamline cross-border complaint handling and ensure transparency.

Your rapporteur is confident that these refinements will address existing gaps while fostering a culture of sustainable and inclusive mobility. Regular assessments by the Commission will ensure the regulatory framework remains adaptive to technological advancements and evolving passenger needs. By closing current gaps and strengthening protections, this initiative will enhance passenger confidence, reduce reliance on private vehicles, and contribute to the EU's environmental and social objectives.

AMENDMENTS

The Committee on the Internal Market and Consumer Protection calls on the Committee on Transport and Tourism, as the committee responsible, to take the following into account:

Amendment 1

Proposal for a regulation

Recital 3

Text proposed by the Commission

(3) In the framework of the common transport policy, it is important to safeguard the rights of passengers switching modes of transport in order to assist the development of multimodal travel and improve the choice for passengers in terms of travel options.

Amendment

(3) In the framework of the common transport policy, it is important to safeguard the rights of passengers switching modes of transport in order to assist the development of multimodal travel and improve the choice for passengers in terms of travel options. ***In this regard, it is crucial to safeguard in particular the rights of persons with disabilities and persons with reduced mobility.***

Or. en

Amendment 2

Proposal for a regulation

Recital 8

Text proposed by the Commission

(8) Member States should ensure that discrimination on the basis of the

Amendment

(8) Member States should ensure that ***any kind of discrimination inter alia***

nationality of the passenger or the place of establishment within the Union of the carrier or intermediary is prohibited when carriers or intermediaries offer contract conditions and tariffs for multimodal journeys to the general public. Social tariffs should not be prohibited, provided that such measures are proportionate and independent of the nationality of the passenger concerned. In light of the development of online platforms selling passenger transport tickets, Member States should pay special attention to ensuring that no discrimination on the basis of nationality of the passenger or the place of establishment within the Union of the carrier or intermediary occurs during the process of accessing online interfaces or purchasing tickets. Furthermore, regardless of how a certain type of a ticket is purchased, the level of protection of the passenger should be the same.

discrimination on the basis of the nationality of the passenger or the place of establishment within the Union of the carrier or intermediary is prohibited when carriers or intermediaries offer contract conditions and tariffs for multimodal journeys to the general public. Social tariffs should not be prohibited, provided that such measures are proportionate and independent of the nationality of the passenger concerned. In light of the development of online platforms selling passenger transport tickets, Member States should pay special attention to ensuring that no discrimination on the basis of nationality of the passenger or the place of establishment within the Union of the carrier or intermediary **or on any other grounds** occurs during the process of accessing online interfaces or purchasing tickets. Furthermore, regardless of how a certain type of a ticket is purchased, the level of protection of the passenger should be the same.

Or. en

Amendment 3

Proposal for a regulation

Recital 9

Text proposed by the Commission

(9) Member States should ensure that carriers and intermediaries offering transport contracts for the purpose of a multimodal journey inform the passenger of the type of ticket or tickets associated to that journey and their corresponding rights, in particular with regard to missed connections.

Amendment

(9) Member States should ensure that carriers and intermediaries offering transport contracts for the purpose of a multimodal journey inform the passenger of the type of ticket or tickets associated to that journey and their corresponding rights, in particular with regard to missed connections. ***Where missed connections occur, carriers and intermediaries should offer re-routing. Should no reasonable re-routing be available, then carriers and intermediaries should be responsible for providing meals and accommodation.***

Justification

Expand coverage to category B passengers.

Amendment 4**Proposal for a regulation****Recital 11***Text proposed by the Commission*

(11) Carriers and intermediaries that are small and medium-sized enterprises (SMEs) fulfilling the criteria laid down in Annex I to Commission Regulation (EU) No 651/2014⁶ often have limited resources, which may restrict their access to information, notably in the context of new technology. ***Therefore***, such carriers and intermediaries ***should be exempted from the requirements on the provision of real-time information to multimodal passengers.***

⁶ Commission Regulation (EU) No 651/2014 of 17 June 2014 declaring certain categories of aid compatible with the internal market in application of Articles 107 and 108 of the Treaty (OJ L 187, 26.6.2014, p. 1, ELI: <http://data.europa.eu/eli/reg/2014/651/oj>).

Amendment

(11) Carriers and intermediaries that are small and medium-sized enterprises (SMEs) fulfilling the criteria laid down in Annex I to Commission Regulation (EU) No 651/2014⁶ often have limited resources, which may restrict their access to information, notably in the context of new technology. ***The Commission and Member States should grant adequate technical, administrative or financial support to carriers and intermediaries that are SMEs or microenterprises to ensure that such carriers and intermediaries can comply with the requirements.***

⁶ Commission Regulation (EU) No 651/2014 of 17 June 2014 declaring certain categories of aid compatible with the internal market in application of Articles 107 and 108 of the Treaty (OJ L 187, 26.6.2014, p. 1, ELI: <http://data.europa.eu/eli/reg/2014/651/oj>).

Amendment 5**Proposal for a regulation****Recital 15***Text proposed by the Commission*

(15) In light of the United Nations

Amendment

(15) ***Transport services should be***

Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for multimodal travel comparable to those of other citizens, rules for non-discrimination and assistance during their multimodal journey should be established. In particular, special attention should be given to the provision of information to persons with disabilities and persons with reduced mobility concerning the accessibility of transport services, access conditions of vehicles and the facilities on board when switching modes. If information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation such as the accessibility requirements set out in Annex I to Directive (EU) 2019/882⁷. In light of the benefits in terms of security, convenience and accessibility, Member States should encourage the use of European digital identity wallets for identification and authentication in multimodal transport scenarios, particularly aiding vulnerable persons or persons with disabilities.

⁷ Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: <http://data.europa.eu/eli/dir/2019/882/oj>.

accessible to all passengers, including persons with disabilities and persons with reduced mobility. In light of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for multimodal travel comparable to those of other citizens, rules for non-discrimination and assistance during their multimodal journey should be established. In particular, special attention should be given to the provision of information to persons with disabilities and persons with reduced mobility concerning the accessibility of transport services, access conditions of vehicles and the facilities on board when switching modes. If information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation such as the accessibility requirements set out in Annex I to Directive (EU) 2019/882⁷. In light of the benefits in terms of security, convenience and accessibility, Member States should encourage the use of European digital identity wallets for identification and authentication in multimodal transport scenarios, particularly aiding vulnerable persons or persons with disabilities.

Transport service providers should ensure that no advance notification is required and where needed, provide additional support to persons with disabilities and vulnerable persons.

⁷ Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: <http://data.europa.eu/eli/dir/2019/882/oj>.

Or. en

Justification

To promote a turn-up and go model for persons with reduced mobility without the need of

notification.

Amendment 6

Proposal for a regulation

Recital 16

Text proposed by the Commission

(16) Carriers and multimodal hub managers should actively cooperate with organisations representing people with disabilities in order to improve the quality of accessibility of transport services. In order to facilitate access to multimodal passenger services for persons with disabilities and persons with reduced mobility, Member States, carriers and terminal managers should set up national Single Points of Contact to coordinate information and assistance at multimodal passenger hubs in certain major urban nodes.

Amendment

(16) Carriers and multimodal hub managers should actively cooperate with organisations representing people with disabilities, ***and other vulnerable groups when travelling***, in order to improve the quality of accessibility of transport services. In order to facilitate access to multimodal passenger services for persons with disabilities and persons with reduced mobility, Member States, carriers and terminal managers should set up national Single Points of Contact to coordinate information and assistance at multimodal passenger hubs in certain major urban nodes.

Or. en

Justification

To expand the scope of passengers with reduced mobility to consider other groups such as families traveling with very young children.

Amendment 7

Proposal for a regulation

Recital 22

Text proposed by the Commission

(22) In order to ensure that a passenger receives travel information about a multimodal journey, both before and during that journey, the sharing of passenger contact details with the carrier could be necessary. The carrier may use these contact details exclusively for the purpose of fulfilling the information

Amendment

(22) In order to ensure that a passenger receives travel information about a multimodal journey, both before and during that journey, the sharing of passenger contact details with, ***and notification of assistance or accommodation requirements to***, the carrier could be necessary. The carrier may

obligation under this Regulation and to fulfil the carrier's obligations under applicable Union law on safety and security. This personal data should not be processed for any other purposes and should be deleted within 72 hours after the completion of the contract of carriage unless further retention of the contact details is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation.

use these contact details exclusively for the purpose of fulfilling the information obligation under this Regulation and to fulfil the carrier's obligations under applicable Union law on safety and security. This personal data should not be processed for any other purposes and should be deleted within 72 hours after the completion of the contract of carriage unless further retention of the contact details is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation.

Or. en

Amendment 8

Proposal for a regulation Recital 23

Text proposed by the Commission

(23) Member States should lay down penalties applicable to infringements of this Regulation and ensure that these penalties are applied. The penalties should be effective, proportionate and dissuasive.

Amendment

(23) Member States should lay down penalties applicable to infringements of this Regulation and ensure that these penalties are applied. The penalties should be ***based on standard recommendations set out by the Commission to ensure they are*** effective, proportionate and dissuasive.

Or. en

Justification

To ensure harmonised enforcement for NEBs across Europe.

Amendment 9

Proposal for a regulation Recital 27 a (new)

Text proposed by the Commission

Amendment

(27 a) In order to avoid different interpretations of safety standards amongst carriers, European Union

Aviation Safety Agency (EASA) should give guidance on the number of passengers with reduced mobility that can be safely transported per individual flight so as to ensure greater harmonisation amongst carriers and thus achieve the most optimal transport experience for persons with reduced mobility.

Or. en

Justification

As the interpretation of safety standards can vary with each air carrier, EASA should be requested to set this standard to ensure a common interpretation.

Amendment 10

Proposal for a regulation

Article 3 – paragraph 1 – point 24 a (new)

Text proposed by the Commission

Amendment

(24 a) ‘accessible format’ means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular Annex I to Directive (EU) 2019/882;

Or. en

Amendment 11

Proposal for a regulation

Article 3 – paragraph 1 – point 24 b (new)

Text proposed by the Commission

Amendment

(24 b) ‘recognised assistance dog’ means a dog specifically trained to increase the independence and the capacity for self-

determination of persons with disabilities, and officially recognised in accordance with applicable national rules, where such rules exist;

Or. en

Amendment 12

Proposal for a regulation Article 5 – paragraph 1

Text proposed by the Commission

1. Carriers and intermediaries offering transport contracts on behalf of one or more carriers shall provide the passenger with information prior to purchase on whether the ticket or the tickets offered for a multimodal journey constitute a single multimodal contract, a combined multimodal ticket or separate multimodal tickets, as well as on the rights associated with the type of contract or ticket.

Amendment

1. Carriers and intermediaries offering transport contracts on behalf of one or more carriers shall provide the passenger with **clear** information prior to purchase on whether the ticket or the tickets offered for a multimodal journey constitute a single multimodal contract, a combined multimodal ticket or separate multimodal tickets, as well as on the rights **or limitations** associated with the type of contract or ticket.

Or. en

Amendment 13

Proposal for a regulation Article 5 – paragraph 4 – point a a (new)

Text proposed by the Commission

Amendment

(a a) for persons with disabilities or persons with reduced mobility, information specifying the kind of support service the carrier is offering;

Or. en

Amendment 14

Proposal for a regulation
Article 5 – paragraph 5 – point a a (new)

Text proposed by the Commission

Amendment

(a a) for persons with disabilities or persons with reduced mobility, information specifying the kind of support service the carrier is offering;

Or. en

Amendment 15

Proposal for a regulation
Article 5 – paragraph 6

Text proposed by the Commission

Amendment

6. The information referred to in paragraphs 1 to 5 shall be provided in the most appropriate format, including by using appropriate communication technologies. This information shall be provided in ***an*** accessible format.

6. The information referred to in paragraphs 1 to 5 shall be provided in the most appropriate format, including by using appropriate communication technologies. This information shall be provided in ***a user-friendly and*** accessible format.

Or. en

Amendment 16

Proposal for a regulation
Article 5 – paragraph 9

Text proposed by the Commission

Amendment

9. ***Carriers and intermediaries which are SMEs shall be exempted from*** the provisions on real-time information under this Article.

9. The provisions on real-time information under this Article ***shall apply to carriers and intermediaries that are SMEs in a phased manner. The Commission and Member States shall support carriers and intermediaries that are SMEs by providing them with adequate administrative, technical or financial support.***

Justification

A large portion of routes would be exempt due to this. There are many notable examples of SME carriers including real-time data services across Europe. Note should be taken of micro-enterprises however. Due to this, support should be provided in helping to adhere to this Regulation, which should be introduced in a phased manner to ensure independent business owners are not heavily burdened.

Amendment 17**Proposal for a regulation****Article 9 – paragraph 1 – introductory part***Text proposed by the Commission*

1. In the case of a missed connection of a subsequent transport service during a multimodal journey concluded under a single multimodal contract, which is due to a delay or cancellation of a preceding transport service under that same contract, the contracting carrier shall offer the passengers the following free of charge:

Amendment

1. In the case of a missed connection of a subsequent transport service during a multimodal journey concluded under a single **or combined** multimodal contract, which is due to a delay or cancellation of a preceding transport service under that same contract, the contracting carrier **or intermediary** shall offer the passengers the following free of charge:

Or. en

Justification

Expanded to include protection for combined multi-modal passengers.

Amendment 18**Proposal for a regulation****Article 9 – paragraph 1 – point b***Text proposed by the Commission*

(b) hotel or other accommodation, and transport between the terminal and place of accommodation, in cases where a stay of one or more nights or an additional stay becomes necessary, where and when physically possible. In cases where such a stay becomes necessary due to the

Amendment

(b) hotel or other accommodation, and transport between the terminal and place of accommodation, in cases where a stay of one or more nights or an additional stay becomes necessary, where and when physically possible. In cases where such a stay becomes necessary due to the

circumstances referred to in Article 19(10) of Regulation (EU) 2021/782, the carrier may limit the duration of accommodation to a maximum of three nights. The access requirements of persons with disabilities and persons with reduced mobility and the needs of assistance dogs shall be taken into account, whenever possible.

circumstances referred to in Article 19(10) of Regulation (EU) 2021/782, the carrier **or intermediary** may limit the duration of accommodation to a maximum of three nights. The access requirements of persons with disabilities and persons with reduced mobility and the needs of assistance dogs shall be taken into account, whenever possible.

Or. en

Amendment 19

Proposal for a regulation Article 9 – paragraph 2

Text proposed by the Commission

2. In applying paragraph 1, the operating carrier shall pay particular attention to the needs of persons with disabilities and **persons** with reduced mobility, as well as to those of any accompanying persons and assistance dogs.

Amendment

2. In applying paragraph 1, the operating carrier **or intermediary** shall pay particular attention to the needs of persons with disabilities and **other vulnerable groups** with reduced mobility, as well as to those of any accompanying persons and assistance dogs.

Or. en

Amendment 20

Proposal for a regulation Article 10 – paragraph 1

Text proposed by the Commission

1. ***A carrier or intermediary which sells a combined multimodal ticket shall be liable to reimburse the total amount paid for that ticket and, moreover, to pay compensation equivalent to 75 % of that amount if the passenger misses one or more connections. The right to reimbursement or to compensation shall be without prejudice to applicable national law granting passengers further***

Amendment

1. ***Where a missed connection of a subsequent transport service during a combined multimodal journey occurs or is reasonably to be expected to occur due to a delay or the cancellation of a preceding transport service under the same combined multimodal ticket, the carrier or intermediary shall immediately offer the passenger the choice of one of the following options:***

compensation for damage.

Or. en

Justification

Expand the protection of Combined multi-modal passengers.

Amendment 21

Proposal for a regulation

Article 10 – paragraph 1 – point a (new)

Text proposed by the Commission

Amendment

(a) reimbursement of 75% of the total amount paid for the ticket, for the part or parts of the journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel plan, together with, where relevant, a return service to the first point of departure at the earliest opportunity;

Or. en

Justification

Expand the protection of Combined multi-modal passengers.

Amendment 22

Proposal for a regulation

Article 10 – paragraph 1 – point b (new)

Text proposed by the Commission

Amendment

(b) continuation of the journey or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;

Or. en

Justification

Expand the protection of Combined multi-modal passengers.

Amendment 23

Proposal for a regulation

Article 10 – paragraph 1 – point c (new)

Text proposed by the Commission

Amendment

(c) continuation of the journey or re-routing, under comparable transport conditions, to the final destination at a later date at the passenger's convenience.

Or. en

Justification

Expand the protection of Combined multi-modal passengers.

Amendment 24

Proposal for a regulation

Article 10 – paragraph 2 – subparagraph 1

Text proposed by the Commission

Amendment

The liability set out in paragraph 1 shall not apply if it is explicitly and clearly mentioned on the tickets, or on another document or electronically in such a manner that allows the passenger to reproduce the information for future reference, that the combined multimodal ticket consists of separate transport contracts with no right under this Regulation to reimbursement, re-routing, assistance or compensation in case of missed connections, and if the passenger was clearly informed of this prior to the purchase. The burden of proof that the passenger was provided with the information shall lie with the carrier or intermediary that sold the combined multimodal ticket.

Where, for the purposes of points (b) and (c) of paragraph 1, comparable re-routing is operated by the same carrier or another carrier is commissioned to perform the re-routing, this shall not generate additional costs for the passenger. This requirement shall also apply where the re-routing involves the use of transport of a higher service class and alternative modes of transport. Carriers shall make reasonable efforts to avoid additional connections and to ensure that delay in the total travel time is as short as possible.

Justification

Expand the protection of Combined multi-modal passengers.

Amendment 25**Proposal for a regulation****Article 10 – paragraph 2 – subparagraph 2**

Text proposed by the Commission

Amendment

The burden of proof that the passenger was provided with the information shall lie with the carrier or intermediary which sold the combined multimodal ticket. **deleted**

Justification

Removed as it is not applicable with wider changes.

Amendment 26**Proposal for a regulation****Article 10 – paragraph 4**

Text proposed by the Commission

Amendment

4. The reimbursement **and the compensation** referred to in paragraph 1 shall be paid within 14 days after the receipt of the request.

4. The reimbursement referred to in **point (a) of** paragraph 1 shall be paid within 14 days after the receipt of the request. **Member States may require carriers or intermediaries to accept such requests by a particular means of communication, provided that the requirement does not create discriminatory effects. The reimbursement may take the form of money, vouchers, or the provision of other services, provided that the terms of those vouchers and services are sufficiently flexible, in particular regarding the validity period and destination, and that the passenger expressly agrees to accept**

those vouchers and services. The reimbursement of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs, or stamps.

Or. en

Justification

To expand the protection of Combined multi-modal passengers.

Amendment 27

**Proposal for a regulation
Article 10 – paragraph 4 a (new)**

Text proposed by the Commission

Amendment

4 a. Re-routing transport service providers shall provide persons with disabilities and persons with reduced mobility with a level of assistance and accessibility comparable to the missed transport service when offering an alternative service. Re-routing transport service providers shall pay particular attention to providing persons with disabilities and persons with reduced mobility with alternative services which are appropriate to their needs, and which differ from those offered to other passengers.

Or. en

Amendment 28

**Proposal for a regulation
Article 11 – paragraph 1**

Text proposed by the Commission

Amendment

1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement requests under this Regulation. That common form shall be established in

1. Carriers and intermediaries shall clearly inform passengers of information to be provided when requesting reimbursement. The Commission shall adopt an implementing act establishing a

accessible formats. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 26(2).

common form for compensation and reimbursement requests under this Regulation. That common form shall be established in accessible *and user-friendly* formats. ***The Commission shall make the common form available in all official languages of the Union on its website.*** That implementing act shall be adopted in accordance with the examination procedure referred to in Article 26(2).

Or. en

Amendment 29

Proposal for a regulation Article 11 – paragraph 2

Text proposed by the Commission

2. Passenger shall have the right to submit their requests using the common form referred to in paragraph 1. Carriers and intermediaries shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carriers and intermediaries shall ask the passenger to clarify the request and shall assist the passenger in doing so.

Amendment

2. Passenger shall have the right to submit their requests using the common form referred to in paragraph 1. ***Passengers shall have the right to submit their request in at least the language of the booking.*** Carriers and intermediaries shall not reject a request for reimbursement or compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carriers and intermediaries shall ask the passenger to clarify the request and shall assist the passenger in doing so.

Or. en

Amendment 30

Proposal for a regulation Article 11 – paragraph 3

Text proposed by the Commission

3. Carriers and intermediaries shall provide details on their website such as an e-mail address to which requests under

Amendment

3. Carriers and intermediaries shall provide details on their website such as an e-mail address to which requests under

paragraph 1 may be sent by electronic means. That requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation are available, such as a form on a website or mobile applications, provided that such means offer the choice and information set out in the common form and are also available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.

paragraph 1 may be sent by electronic means. That requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation are available, such as a form on a website or mobile applications, provided that such means offer, ***in an accessible and inclusive format***, the choice and information set out in the common form and are also available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.

Or. en

Amendment 31

Proposal for a regulation Article 12 – paragraph 1

Text proposed by the Commission

1. Carriers offering single multimodal contracts and multimodal hub managers shall establish non-discriminatory access rules for the transport of persons with disabilities, and the transport of persons with reduced mobility. Those rules shall comply with the relevant provisions on the limitation of transport of persons with disabilities and persons with reduced mobility in the Union law on passenger rights.

Amendment

1. Carriers offering single multimodal contracts and multimodal hub managers shall establish non-discriminatory access rules for the transport of persons with disabilities, and the transport of persons with reduced mobility ***ensuring no advance notification is required***. Those rules shall comply with the relevant provisions on the limitation of transport of persons with disabilities and persons with reduced mobility in the Union law on passenger rights.

Or. en

Justification

To promote a turn-up and go model for persons of reduce mobility.

Amendment 32

Proposal for a regulation
Article 12 – paragraph 6 a (new)

Text proposed by the Commission

Amendment

6 a. The EASA shall give guidance on the number of passengers with reduced mobility that can be safely transported per individual flight.

Or. en

Amendment 33

Proposal for a regulation
Article 13 – paragraph 1

Text proposed by the Commission

Amendment

Carriers and intermediaries offering transport contracts on behalf of one or more carriers, and multimodal hub managers, shall provide persons with disabilities and persons with reduced mobility with information on the accessibility of the multimodal hub and associated facilities and of services. This information shall be provided upon request in accessible format.

Carriers and intermediaries offering transport contracts on behalf of one or more carriers, and multimodal hub managers, shall provide persons with disabilities and persons with reduced mobility with information on the accessibility of the multimodal hub and associated facilities and of services. This information shall be provided upon request in **an accessible and user-friendly** format.

Or. en

Amendment 34

Proposal for a regulation
Article 14 – paragraph 1 – introductory part

Text proposed by the Commission

Amendment

In the context of single multimodal contracts, carriers, terminal managers and intermediaries shall cooperate to provide assistance free of charge to persons with disabilities and persons with reduced mobility, in accordance with the access rules referred to in Article 12(1), and offer a single notification mechanism, in

In the context of single **and combined** multimodal contracts, carriers, terminal managers and intermediaries shall cooperate to provide assistance free of charge to persons with disabilities and persons with reduced mobility, in accordance with the access rules referred to in Article 12(1), and offer a single

accordance with the following:

notification mechanism, in accordance with the following:

Or. en

Amendment 35

Proposal for a regulation

Article 14 – paragraph 1 – point a

Text proposed by the Commission

(a) assistance shall be provided where the carrier, the intermediary with which the single multimodal contract was purchased, the terminal manager or the Single Point of Contact referred to in Article 15, ***where applicable, is notified of the passenger's need for such assistance at least 48 hours before the assistance is needed;*** a single notification per journey shall be required; the notification shall be forwarded to all carriers, terminal managers and Single Points of Contact involved in the journey;

Amendment

(a) assistance shall be provided where the carrier, the intermediary with which the single ***or combined*** multimodal contract was purchased, the terminal manager or the Single Point of Contact referred to in Article 15, a single notification per journey shall be required; the notification shall be forwarded to all carriers, terminal managers and Single Points of Contact involved in the journey;

Or. en

Amendment 36

Proposal for a regulation

Article 14 – paragraph 1 – point d

Text proposed by the Commission

(d) ***if the notification is made in accordance with point (a), carriers and terminal managers shall provide assistance in such a way that the person is able to take the transport services for which he or she holds a reservation as part of the single multimodal contract;***

Amendment

deleted

Or. en

Amendment 37

Proposal for a regulation

Article 14 – paragraph 1 – point e

Text proposed by the Commission

(e) if the notification is not made in accordance with point (a), or no such notification has been made, the carriers and terminal managers shall make all reasonable efforts to provide assistance in such a way that the person with disabilities or person with reduced mobility may travel;

Amendment

deleted

Or. en

Amendment 38

Proposal for a regulation

Article 15 – paragraph 1 – introductory part

Text proposed by the Commission

1. Member States shall ensure that terminal managers and carriers on their territory cooperate to establish and to operate single points of contact for persons with disabilities and persons with reduced mobility at multimodal passenger hubs in the urban nodes referred to in Annex I. The terms for the operation of the single points of contact shall be established in the access rules referred to in Article 12(1). Those single points of contact shall have the responsibility to:

Amendment

1. Member States shall ensure that terminal managers and carriers on their territory cooperate to establish and to operate single points of contact for persons with disabilities and persons with reduced mobility at multimodal passenger hubs in the urban nodes referred to in Annex I. ***Member States shall ensure that minimum infrastructure and staff training requirements are met for terminal managers and carriers operating single points of contact for persons with disabilities and persons with reduced mobility.*** The terms for the operation of the single points of contact shall be established in the access rules referred to in Article 12(1). Those single points of contact shall have the responsibility to:

Or. en

Amendment 39

Proposal for a regulation

Article 16 – paragraph 1 – introductory part

Text proposed by the Commission

1. Where terminal managers and carriers assisting persons with disabilities and persons with reduced mobility from one transport service to a connecting transport service, either in the context of a single multimodal contract or at a multimodal passenger hub, cause the loss of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to, assistance dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for that loss, damage or injury, and provide compensation *without undue delay*. That compensation shall comprise:

Amendment

1. Where terminal managers and carriers assisting persons with disabilities and persons with reduced mobility from one transport service to a connecting transport service, either in the context of a single multimodal contract or at a multimodal passenger hub, cause the loss of, or damage to, mobility equipment, including wheelchairs, and assistive devices, or the loss of, or injury to, assistance dogs used by persons with disabilities and persons with reduced mobility, they shall be liable for that loss, damage or injury, and provide compensation *within 14 days of the receipt of the claim*. That compensation shall comprise:

Or. en

Justification

To provide a set and quick resolution time frame given some cases are unresolved over 6 months which severely impacts the injured party.

Amendment 40

Proposal for a regulation

Article 18 – paragraph 1 a (new)

Text proposed by the Commission

Amendment

1 a. Where passengers submit a complaint using the mechanism referred to in paragraph 1, such a complaint shall be submitted within three months of the occurrence that it concerns. Within one month of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that he or she will receive a reply within a period of less than three

months of the date of receipt of the complaint.

Or. en

Amendment 41

Proposal for a regulation

Article 24 – paragraph 1 a (new)

Text proposed by the Commission

Amendment

1 a. The Commission shall support Member States and their national enforcement bodies by establishing a coordination mechanism at Union level to handle relevant cross-border cases to harmonise enforcement standards across the Union. Member States shall ensure that national enforcement bodies are equipped with sufficient resources to fulfil their functions based on minimum proportional standards to be set out by the Commission. Streamlined complaint mechanisms and comparable penalties can support harmonised enforcement standards across the Union.

Or. en