

PRESS RELEASE

Passengers on multimodal journeys set to enjoy better rights, but not all passengers equally!

ECTAA expresses deep concern over the Council's general approach, which creates unequal treatment between package travellers and seat-only passengers on multimodal journeys

Brussels, 5 December 2024 - The Council is set to adopt its general approach on the proposed Regulation for passenger rights in multimodal journeys today. This new regulation aims to protect passengers using multiple modes of transport, such as buses, trains, and planes, as part of one trip. Passengers will gain rights to information, assistance, re-routing, and reimbursement in case of missed connections, depending on their type of ticket.

While ECTAA welcomes these new rights as a way to boost traveller confidence in multimodal transport, it strongly opposes the last-minute decision of the Council to exclude single multimodal tickets sold as part of travel packages from the regulation's scope. This exclusion creates a significant disparity in treatment between package travellers and other passengers during travel disruptions. Under this approach, package travellers would be denied crucial rights at airports, train, or bus stations during disruptions. They would not be entitled to receive information from carriers about journey continuation, nor would they have access to re-routing and assistance, such as refreshments and accommodation where re-routing takes place the day after. It is difficult to imagine how such a discriminatory treatment of different groups of travellers would look like in practise.

ECTAA maintains that passengers should receive equal treatment regardless of whether they purchased a single multimodal ticket from a carrier or as part of a package travel. Carriers are better positioned to offer immediate assistance during disruptions, given their on-site presence at airports and stations.

Frank Oostdam, President of ECTAA, stated: "This last-minute exclusion of package travellers from crucial protections is deeply disappointing. It creates an unfair two-tier system where package travellers are left vulnerable during disruptions. We urge the Council to reconsider this point in the next steps of the institutional decision-making and ensure fair and equal treatment for all passengers embarking on multimodal journeys."

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About ECTAA

ECTAA represents the interests of 80,000 travel agents and tour operators in Europe, which provide consultancy and sell transport, accommodation, leisure and other tourism services as well as combined products to leisure and business customers.

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