

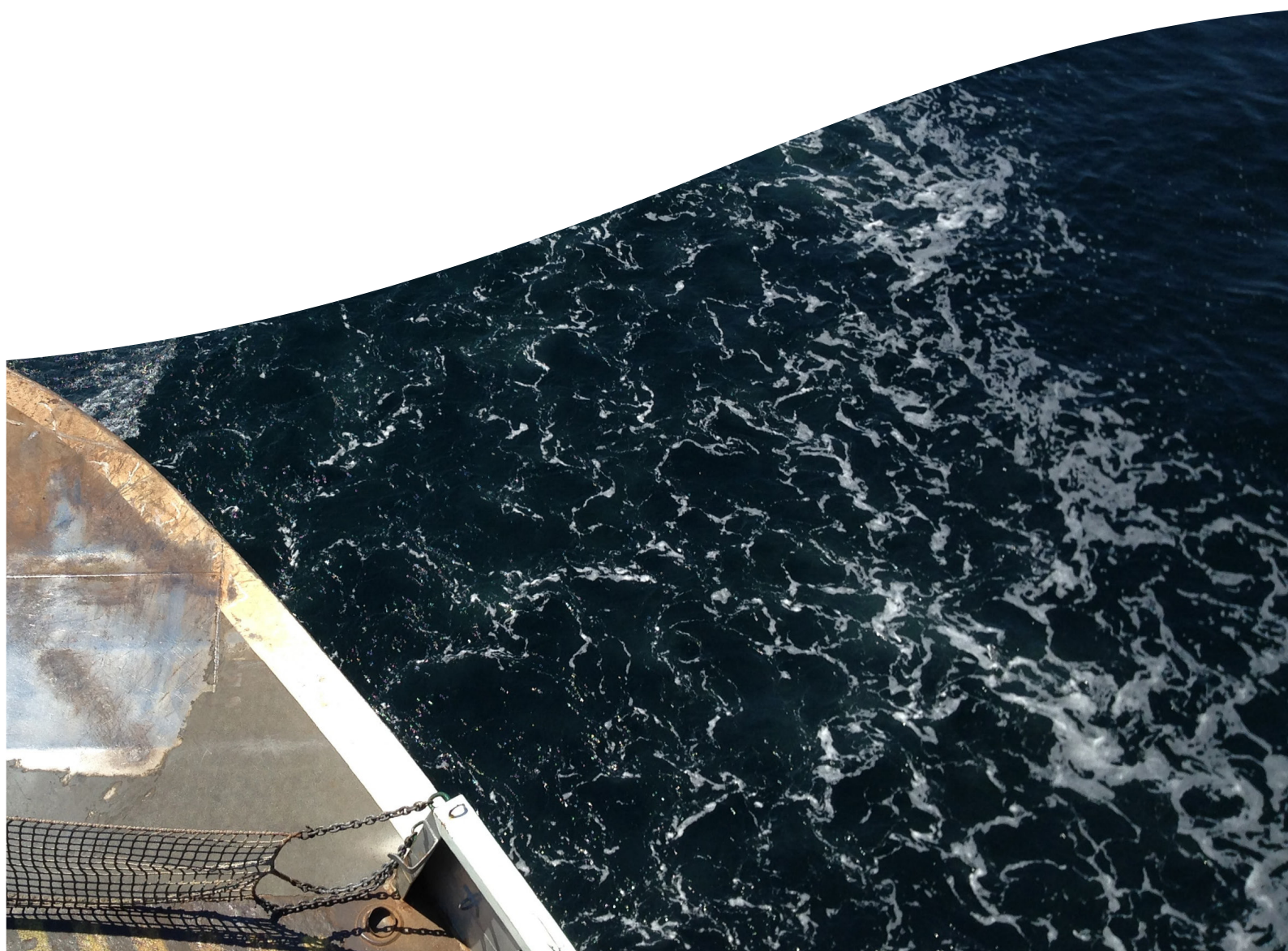


Maritime &
Coastguard
Agency

Safer lives,
safer ships,
cleaner seas

Maritime passengers' rights

A passenger guide to Regulation (EU) 1177/2010





You have certain rights when you travel in, to and from the UK by sea and on inland waterways. Here's your basic guide to these rights as provided by EU1177/2010, which has been adopted into UK law since leaving the EU.

Maritime passengers' rights

Non-discrimination

As passengers you're entitled to be treated with respect regardless of any disability or assistance needs.

Disabled and reduced mobility passengers

If you're disabled or have reduced mobility you have the same right to travel as all other passengers, at no extra costs.

Operators can refuse to carry you if the ship does not have enough space for safe movement on board or they cannot comply with UK or international safety regulations.

If you're refused boarding for these reasons, you're entitled to rerouting or a ticket price refund. If a ferry operator needs you to be accompanied by a carer, the carer travels for free. This does not apply to cruises.

You should tell the operator of your assistance needs at the time of booking or at least 48 hours before departure. Otherwise it may not be possible to provide the assistance you need.

If any medical or mobility equipment is lost or damaged during the journey, the operator will pay for repairs or a replacement. Any temporary hired equipment will also be paid for.

Information rights

As a passenger you have the right to information in accessible formats (for example, Easy Read, audio, sign language). The information provided should include the price, your rights (including how to complain) and details of your journey.

Any delays must be communicated to passengers within 30 minutes of the departure time.



Assistance during delays or cancellations

If your departure is delayed by 90 minutes or more, your operator will provide refreshments reasonable to the waiting time, if these are readily available.

If appropriate, you should be offered up to three nights' accommodation up to the value of £70 per night.

Accommodation can be provided on board a ship. This does not apply if the delay is because of bad weather.

Re-routing or refunds in the event of delay or cancellation

If your ferry is delayed by 90 minutes or more, you should be offered a choice of being rerouted to your final destination or a full refund and travel to the point of departure.

Compensation for late arrival

If your ferry arrival is delayed you might be entitled to compensation of between 25% and 50% of the ticket – costs depending on the length of the delay.

No compensation is payable if you have an open ticket, were informed of the delay before booking, or the delay is due to an unforeseen circumstance.

For more information, search 'DfT maritime passenger rights' and/or 'MCA maritime passenger rights' online.



If you need to make a complaint

You can make complaints to the company providing the service you have an issue with.

Provide:

- the dates and times of sailings
- any other ticket details
- the details of the staff you spoke to, if any
- any other relevant information

Keep copies of all the documents you send.

Make sure to give companies enough time to investigate.

If you're not satisfied with the reply to your issue, you can approach the relevant complaint handling body and ask them to investigate on your behalf.

If the complaint handling body cannot resolve your issue, you can ask the Maritime and Coastguard Agency (MCA) to investigate your complaint. The MCA is the national enforcement body, covering all four UK countries.

Complaint handling bodies' contact details

Cruise Passengers, CLIA UK

E: passengerrights@cruising.org

W: www.cruising.org/en-gb

T: 020 7323 7466

Ferry Passengers, ABTA

E: ferry@abta.co.uk

W: www.abta.com

T: 020 3117 0599

Transport for London Services, London Travel Watch

E: enquiries@londontravelwatch.org.uk

W: www.londontravelwatch.org.uk

In Scotland

E: MPRAppeals@transport.gov.scot

W: www.transportscotland.gov.uk

In Northern Ireland

E: complaints@consumercouncil.org.uk

W: www.consumercouncil.org.uk

T: 0800 121 6022

028 9067 2488 (text phone)

Maritime and Coastguard Agency

E: neb@mcga.gov.uk

W: www.gov.uk/government/publications/maritime-passenger-rights

T: 020 381 72580 (voicemail)

For general enquiries

info@mcga.gov.uk

 @MCA_media

 @MCA

 /maritime-and-coastguard-agency



Maritime &
Coastguard
Agency

www.gov.uk/mca