

A quick guide: European Passenger Rights Regulation

EPRR, formally known as 'Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport', became law on 1 March 2013.

What is EPRR?

EPRR aims to provide better protection for bus and coach travellers throughout the EU and prevent discrimination against passengers on the grounds of nationality or disability. It imposes a duty on bus and coach companies to uphold the rights of their passengers by providing clear and accessible information, offering reimbursement and compensation for cancelled journeys, delays, injury or death, and establishing a formal complaints handling mechanism.

What does it mean for passengers?

Under the Regulation, no bus or coach company can charge a different fare based on a passenger's nationality or disability (excluding UK concessionary passes), or refuse travel to a passenger with a disability or mobility issue unless it would breach health and safety legislation. All public facing staff have to be trained in disability awareness and if mobility aids are lost or damaged they have to be repaired or replaced. Bus companies and terminal managers have to provide passengers with adequate information about their journey and the complaints procedure.

Nominated Terminals

Coach stations nominated under EPRR have to give specific assistance to disabled passengers enabling them to communicate their needs, check in, board the vehicle, get to their seat and load and retrieve their luggage. Nominated UK Terminals currently include London's Victoria Coach Station, Birmingham Coach Station and the Europa Buscentre in Belfast.

National Enforcement Bodies

In the UK, EPRR is enforced by the Traffic Commissioners who can impose fines on operators for non-compliance. The designated body for complaints is Bus Users UK with the exception of London, which is London TravelWatch, and Northern Ireland which is the Northern Ireland Government's Department of the Environment – Road Safety & Vehicle Regulation Division.

More information

To find out more about EPRR contact Bus Users on 03000 111 0001, email enquiries@bususers.org or visit www.bususers.org/complaints/european-passenger-rights

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