



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 with the exception of drivers in the UK, 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

About Bus Users

Bus Users is a charity that campaigns for inclusive, accessible transport. We are the only approved Alternative Dispute Resolution Body for the bus and coach industry and the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation. We are also part of a Sustainable Transport Alliance, a group working to promote the benefits of public, shared and active travel.

Alongside our complaints work we investigate and monitor services and work with operators and transport providers to improve services for everyone. We run events, carry out research, respond to

consultations, speak at government select committees and take part in industry events to make sure the voice of the passenger is heard.

Bus Users UK Charitable Trust Ltd is a registered charity (1178677 and SC049144) and a Company Limited by Guarantee (04635458).

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