

Information concerning the rights of maritime passengers (EU Regulation No. 1177/2010)

Rights relating to delay, interruption, cancellation of travel

In the case of a cancellation or a delay in departure, the carrier or the terminal operator informs passengers as soon as possible (no later than 30 minutes after the scheduled time of departure) of the estimated departure and arrival times. In the case of a cancellation or a delay of departure reasonably expected to exceed 90 minutes, passengers are generally offered free snacks, meals or refreshments in reasonable relation to the waiting time. Where an overnight stay becomes necessary, where and when physically possible, the carrier offers passengers, free of charge, adequate accommodation on board, or ashore (ashore this may be limited to EUR 80 per passenger per night, for a maximum of three nights). This respectively does not apply in cases where the passenger was informed of the cancellation or delay before the purchase of the ticket or where the cancellation or delay is caused by the fault of the passenger or by weather conditions endangering the safe operation of the ship.

In the case of a cancellation or a delay in departure reasonably expected to exceed more than 90 minutes, the carrier immediately offers the passengers: either re-routing to the final destination (at no additional cost), or reimbursement of the ticket price and, where relevant, a return service free of charge to the first point of departure.

In the event of delay in arrival, passengers may request compensation, in addition to transport. Compensation amounts to at least 25 % of the ticket price for a delay of at least:

- one hour in the case of a scheduled journey of up to four hours;
- two hours in the case of a scheduled journey of more than four and up to eight hours;
- three hours in the case of a scheduled journey of more than eight and up to 24 hours;
- six hours in the case of a scheduled journey of more than 24 hours.

If the delay exceeds double the time set out above, then the compensation shall be 50 % of the ticket price. The carrier is relieved of the obligation to pay compensation if the passenger was informed of the cancellation or delay before the purchase of the ticket or where the cancellation or delay is caused by fault of the passenger or where the cancellation or delay is caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances hindering the performance of a passenger service which could not have been reasonably avoided.

These rights do not apply to passengers with open tickets as long as the time of departure is not specified, except for passengers holding a travel pass or a season ticket.

Rights of disabled persons and persons with reduced mobility

Carriers may not refuse to issue a ticket, or offer tickets at additional cost, on the grounds of disability or reduced mobility of persons as such. Refusal is only possible where it is necessary in order to meet applicable safety requirements, or where safe embarkation, disembarkation or carriage is not feasible due to the design of the ship or port infrastructure and equipment. In this event the carrier explains the reasons and makes all reasonable efforts to propose an acceptable alternative transport.

Special transport requirements are communicated to the contractual partner no later than at the time the contract of carriage is signed. The carrier provides assistance only if the disabled person contacts the carrier or the terminal operator no later than 48 hours before the assistance is required and arrives at the specified meeting point no later than 60 minutes before embarkation, or at least 60 minutes before the scheduled departure; failing that, the carrier makes every reasonable effort to facilitate the journey.

Complaints

A complaint must initially be addressed to the carrier or the terminal operator within 2 months from the date on which the journey was made or was intended to be made. The carrier or terminal operator informs the passenger within one month of receiving the complaint regarding any progress on the matter. The final response is to be provided within two months of receiving the complaint.

Assistance for any further clarification that may be required can be obtained from the *söp - Schlichtungsstelle für den öffentlichen Personenverkehr* (arbitration body for public transport), Fasanenstrasse 81, 10623 Berlin, Tel: +49-30-6449933-0, kontakt@soep-online.de, <http://www.soep-online.de>. Enforcement body for passenger rights: Eisenbahn-Bundesamt (EBA), Heinemannstrasse 6, 53175 Bonn, Tel: +49-228-30795400, fahrgastrechte@eba.bund.de, <http://www.eba.bund.de/fahrgastrechte>.

More information on the wording of the rights of passengers can be found at:

<http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32010R1177&from=DE>