

Regulation (EU) No 1177/2010 of the European Parliament
and of the Council of 24 November 2010 concerning the rights
of passengers when travelling by sea and inland waterway and
amending Regulation (EC) No 2006/2004 (Text with EEA relevance)

CHAPTER III

**OBLIGATIONS OF CARRIERS AND TERMINAL
OPERATORS IN THE EVENT OF INTERRUPTED TRAVEL**

Article 19

Compensation of the ticket price in the event of delay in arrival

1 Without losing the right to transport, passengers may request compensation from the carrier if they are facing a delay in arrival at the final destination as set out in the transport contract. The minimum level of compensation shall be 25 % of the ticket price for a delay of at least:

- a 1 hour in the case of a scheduled journey of up to 4 hours;
- b 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;
- c 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours; or
- d 6 hours in the case of a scheduled journey of more than 24 hours.

If the delay exceeds double the time set out in points (a) to (d), the compensation shall be 50 % of the ticket price.

2 Passengers who hold a travel pass or a season ticket and who encounter recurrent delays in arrival during its period of validity may request adequate compensation in accordance with the carrier's compensation arrangements. These arrangements shall state the criteria for determining delay in arrival and for calculation of compensation.

3 Compensation shall be calculated in relation to the price which the passenger actually paid for the delayed passenger service.

4 Where the transport is for a return journey, compensation for delay in arrival on either the outward or the return leg shall be calculated in relation to half of the price paid for the transport by that passenger service.

5 The compensation shall be paid within 1 month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services, provided that the conditions are flexible, particularly regarding the period of validity and the destination. The compensation shall be paid in money at the request of the passenger.

6 The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Carriers may introduce a minimum threshold under which payments for compensation will not be paid. This threshold shall not exceed EUR 6.

Changes to legislation:

There are outstanding changes not yet made to Regulation (EU) No 1177/2010 of the European Parliament and of the Council. Any changes that have already been made to the legislation appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to :

- Art. 19(6) word substituted by [S.I. 2019/649 reg. 7\(9\)](#)

Changes and effects yet to be applied to the whole legislation item and associated provisions

- Signature words omitted by [S.I. 2019/649 reg. 7\(17\)](#)
- Annex 1 para. 2 words substituted by [S.I. 2019/649 reg. 7\(18\)](#)
- Art. 2(1)(b) words substituted by [S.I. 2019/649 reg. 7\(2\)\(a\)\(ii\)](#)
- Annex 3 para. 1 words substituted by [S.I. 2019/649 reg. 7\(19\)](#)
- Art. 3(b) omitted by [S.I. 2019/649 reg. 7\(3\)\(a\)](#)
- Art. 3(e) substituted by [S.I. 2019/649 reg. 7\(3\)\(b\)](#)
- Art. 3(q) words substituted by [S.I. 2019/649 reg. 7\(3\)\(c\)](#)
- Art. 3(s) words substituted by [S.I. 2019/649 reg. 7\(3\)\(d\)](#)
- Art. 8(1)(a) words substituted by [S.I. 2019/649 reg. 7\(5\)](#)