Basic information

2023/0436(COD) COD - Ordinary legislative procedure (ex-codecision procedure) Regulation	Awaiting Parliament's position in 1st reading
Passenger rights in the context of multimodal journeys **Subject** 3.20.07 Combined transport, multimodal transport 4.60.06 Consumers' economic and legal interests	

Key players

European Parliament

Committee responsible	Rapporteur	Appointed
TRAN Transport and Tourism	GIESEKE Jens (EPP)	11/09/2024
	Shadow rapporteur SCHIEDER Andreas (S&D) KOVAŘÍK Ondřej (PfE) ZŁOTOWSKI Kosma (ECR) OETJEN Jan-Christoph (Renew) TEGETHOFF Kai (Greens/EFA) SAEIDI Arash (The Left) STOYANOV Stanislav (ESN)	

Former committee responsible	Former rapporteur	Appointed
TRAN Transport and Tourism	GIESEKE Jens (EPP)	15/12/2023

Committee for opinion	Rapporteur for opinion	Appointed
IMCO Internal Market and Consumer Protection	NÍ MHURCHÚ Cynthia (Renew)	02/10/2024

Former committee for opinion	Former rapporteur for opinion	Appointed
EMPL Employment and Social Affairs	The committee decided not to give an opinion.	

ITRE	Industry, Research and Energy	The committee decided not to give an opinion.	
IMCO	Internal Market and Consumer Protection		
JURI	Legal Affairs	The committee decided not to give an opinion.	
LIBE	Civil Liberties, Justice and Home Affairs	The committee decided not to give an opinion.	

Council of the European Union

European Commission

Commission DG	Commissioner
Mobility and Transport	VĂLEAN Adina

European Economic and Social Committee

European Committee of the Regions

Key events

Date	Event	Reference	Summary
29/11/2023	Legislative proposal published	COM(2023)0752	Summary
08/02/2024	Committee referral announced in Parliament, 1st reading		
13/11/2024	Resumption of business from the previous parliamentary term		
24/06/2025	Vote in committee, 1st reading		
24/06/2025	Committee decision to open interinstitutional negotiations with report adopted in committee		
27/06/2025	Committee report tabled for plenary, 1st reading	A10-0120/2025	Summary
07/07/2025	Committee decision to enter into interinstitutional negotiations announced in plenary (Rule 72)		
09/07/2025	Committee decision to enter into interinstitutional negotiations confirmed by plenary (Rule 72)		

Technical information

Procedure reference	2023/0436(COD)
Procedure type	COD - Ordinary legislative procedure (ex-codecision procedure)
Procedure subtype	Legislation
Legislative instrument	Regulation

Legal basis	Treaty on the Functioning of the European Union TFEU 091-p1 Treaty on the Functioning of the European Union TFEU 100-p2
Other legal basis	Rules of Procedure EP 165
Mandatory consultation of other institutions	European Economic and Social Committee European Committee of the Regions
Stage reached in procedure	Awaiting Parliament's position in 1st reading
Committee dossier	TRAN/10/00291

Documentation gateway

European Parliament

Document type	Committee	Reference	Date	Summary
Committee draft report		PE767.949	19/02/2025	
Amendments tabled in committee		PE771.934	25/03/2025	
Amendments tabled in committee		PE771.952	25/03/2025	
Committee opinion	IMCO	PE766.983	10/04/2025	
Committee report tabled for plenary, 1st reading/single reading		A10-0120/2025	27/06/2025	Summary

European Commission

Document type	Reference	Date	Summary
Legislative proposal	COM(2023)0752	29/11/2023	Summary
Document attached to the procedure	SEC(2023)0392	30/11/2023	
Document attached to the procedure	SWD(2023)0386	30/11/2023	
Document attached to the procedure	SWD(2023)0387	30/11/2023	
Document attached to the procedure	SWD(2023)0389	30/11/2023	

National parliaments

Document type	Parliament /Chamber	Reference	Date	Summary
Contribution	CZ_SENATE	COM(2023)0752	18/03/2024	
Contribution	ES_PARLIAMENT	COM(2023)0752	18/03/2024	
Contribution	IT_SENATE	COM(2023)0752	03/07/2024	
Contribution	IT_CHAMBER	COM(2023)0752	20/02/2025	

Other institutions and bodies

Institution/body	Document type	Reference	Date	Summary
EESC	Economic and Social Committee: opinion, report	CES5130/2023	20/03/2024	

Additional information

Source	Document	Date
European Parliament	Briefing	24/09/2024
European Commission	EUR-Lex	

Meetings with interest representatives published in line with the Rules of Procedure

Rapporteurs, Shadow Rapporteurs and Committee Chairs

Transparency

Name	Role	Committee	Date	Interest representatives
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	13/10/2026	Ryanair Holdings
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	16/12/2025	Transdev Group
GIESEKE Jens	Rapporteur	TRAN	11/11/2025	Omio Travel GmbH
GIESEKE Jens	Rapporteur	TRAN	04/11/2025	Global Business Travel Association
GIESEKE Jens	Rapporteur	TRAN	04/11/2025	International Air Transport Association
GIESEKE Jens	Rapporteur	TRAN	02/09/2025	Air France-KLM
GIESEKE Jens	Rapporteur	TRAN	15/07/2025	Lufthansa Group
GIESEKE Jens	Rapporteur	TRAN	09/07/2025	Flightright GmbH
TEGETHOFF Kai	Shadow rapporteur	TRAN	29/04/2025	Lufthansa Group
TEGETHOFF Kai	Shadow rapporteur	TRAN	23/04/2025	Société nationale SNCF
TEGETHOFF Kai	Shadow rapporteur	TRAN	16/04/2025	BEUC
MARZÀ IBÁÑEZ Vicent	Shadow rapporteur	TRAN	21/03/2025	BEUC - The European Consumer Organisation
TEGETHOFF Kai	Shadow rapporteur	TRAN	14/03/2025	VZBV
TEGETHOFF Kai	Shadow rapporteur	TRAN	13/03/2025	Société nationale SNCF
TEGETHOFF Kai	Shadow rapporteur	TRAN	12/03/2025	EDF
SAEIDI Arash	Shadow rapporteur	TRAN	11/03/2025	ECTAA, Group of National Travel Agents' and Tour Operators' Associations within the EU

SAEIDI Arash	Shadow rapporteur	TRAN	11/03/2025	Bureau Européen des Unions de Consommateurs
GIESEKE Jens	Rapporteur	TRAN	10/03/2025	International Consolidated Airlines Group
OETJEN Jan-Christoph	Shadow rapporteur	TRAN	06/03/2025	Trainline SAS
TEGETHOFF Kai	Shadow rapporteur	TRAN	05/03/2025	Trainline SAS
SAEIDI Arash	Shadow rapporteur	TRAN	05/03/2025	Trainline SAS
TEGETHOFF Kai	Shadow rapporteur	TRAN	04/03/2025	BEUC
TEGETHOFF Kai	Shadow rapporteur	TRAN	04/03/2025	eu travel tech
TEGETHOFF Kai	Shadow rapporteur	TRAN	27/02/2025	EPF
TEGETHOFF Kai	Shadow rapporteur	TRAN	18/02/2025	ÖBB
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	04/02/2025	TUIfly
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	04/02/2025	Polskie Linie Lotnicze "LOT" S.A.
NÍ MHURCHÚ Cynthia	Rapporteur for opinion	IMCO	04/02/2025	Disability Support Europe
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	30/01/2025	Société nationale SNCF
MARZÀ IBÁÑEZ Vicent	Shadow rapporteur	TRAN	29/01/2025	ORGANIZACION NACIONAL DE CIEGOS DE ESPAÑA
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	29/01/2025	ECTAA, Group of National Travel Agents' and Tour Operators' Associations within the EU
GIESEKE Jens	Rapporteur	TRAN	28/01/2025	Danish Minister of Transport
GIESEKE Jens	Rapporteur	TRAN	28/01/2025	European Passengers' Federation
MARZÀ IBÁÑEZ Vicent	Shadow rapporteur	TRAN	22/01/2025	Airlines for Europe
GIESEKE Jens	Rapporteur	TRAN	20/01/2025	Trane Technologies
BRICMONT Saskia	Shadow rapporteur for opinion	IMCO	17/01/2025	Bureau Européen des Unions de Consommateurs
GIESEKE Jens	Rapporteur	TRAN	15/01/2025	Flix SE
GIESEKE Jens	Rapporteur	TRAN	14/01/2025	Alliance for the Freedom of Car Repair
NÍ MHURCHÚ Cynthia	Rapporteur for opinion	IMCO	13/01/2025	ECTAA, Group of National Travel Agents' and Tour Operators' Associations within the EU
GIESEKE Jens	Rapporteur	TRAN	17/12/2024	Community of European Railway and Infrastructure Companies
GIESEKE Jens	Rapporteur	TRAN	10/12/2024	Kombiverkehr Deutsche Gesellschaft für kombinierten Güterverkehr mbH & Co. KG
JOUVET Pierre	Shadow rapporteur for opinion	IMCO	09/12/2024	ALLRAIL Alliance of Rail New Entrants 828617341174-24
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	14/11/2024	Polskie Linie Lotnicze "LOT" S.A.
ZŁOTOWSKI Kosma	Shadow rapporteur	TRAN	05/11/2024	Association of public services and enterprises Austria (VÖWG)

GIESEKE Jens	Rapporteur	TRAN	05/11/2024	ECTAA, Group of National Travel Agents' and Tour Operators' Associations within the EU
GIESEKE Jens	Rapporteur	TRAN	04/04/2024	Airports Council International - European Region

Other Members

Transparency		
Name	**Date**	**Interest representatives**
MEHNERT Alexandra	06/03/2025	Bureau Européen des Unions de Consommateurs
AGIUS Peter	13/02/2025	Airlines International Representation in Europe
KIRCHER Sophia	14/01/2025	Flix SE
KIRCHER Sophia	11/11/2024	ÖBB-Holding AG
KIRCHER Sophia	28/10/2024	ÖBB-Holding AG
ARIAS ECHEVERRÍA Pablo	31/01/2024	Ryanair Holdings
DALUNDE Jakop G.	08/11/2023	Global Business Travel Association

Passenger rights in the context of multimodal journeys

2023/0436(COD) - 27/06/2025 - Committee report tabled for plenary, 1st reading/single reading

The Committee on Transport and Tourism adopted the report by Jens GIESEKE (EPP, DE) on the proposal for a regulation of the European Parliament and of the Council on passenger rights in the context of multimodal journeys.

The Commission's proposal aims to strengthen the rights of passengers on multimodal journeys, which is an important step towards a more transparent, fair and enforceable framework for both passengers and carriers, as well as a prerequisite for more passengers to opt for multimodal journeys.

The competent committee recommended that the European Parliament adopt its position at first reading by amending the Commission's proposal as follows.

Communication of travel information to passengers

Prior to purchase, carriers and intermediaries offering transport contracts on behalf of one or more carriers for the purpose of a multimodal journey shall provide the passenger with general guidance on average **connecting times** between the different types of transport services offered in a multimodal journey. Such guidance shall also take into account the requirements of passengers with disabilities and reduced mobility.

The carriers and intermediaries concerned must establish their offer of single multimodal contracts or combined multimodal tickets taking into account the connection times offered by the multimodal platform managers.

Before the multimodal journey, carriers and intermediaries offering transport contracts on behalf of one or more carriers must provide the passenger with the following information:

(a) the general conditions applicable to the contract, including rights to reimbursement, re-routing and compensation in the event of disruptions;

(b) disruptions and delays to the multimodal journey, planned and in real time;

(c) the procedures for filing complaints.

During the journey, passengers must receive information about disruptions and delays (planned and in real time) and related rights to reimbursement, re-routing and compensation.

Common rules on vouchers

Vouchers shall correspond **at least to the amount** of the refund to which the traveller is entitled instead of a refund. They shall have a validity period of a maximum of 12 months from the day a traveller accepts a voucher and be extended once for up to 12 months subject to the explicit agreement of both parties in written form. The traveller may request a full or partial refund of the unused voucher, at any time before or after its expiration. The refund must be made within 30 days. The carrier or intermediary must clearly inform the traveller of their rights, the value of the voucher and the amount of the refund.

Support for single multimodal contracts

The report specifies that in the event of a delay, transport service cancellation, or disruption, the operating carrier shall promptly inform passengers of the situation, including the estimated departure and arrival times of the service or any replacement service, as soon as the information becomes available. Intermediaries shall also provide that information to passengers without delay upon receiving it.

Where the intermediary or carrier sells a combined multimodal ticket or a separate multimodal ticket, it must display the information on passenger rights explicitly and clearly on the tickets or electronically in a manner that allows the passenger to reproduce the information for future reference.

Common form for reimbursement and compensation requests

Carriers or intermediaries shall provide the passenger with the common form as soon as the passenger is entitled to a refund or compensation under this Regulation. They shall provide passengers with an acknowledgement of receipt, regardless of the means of communication used. Upon request, passengers shall also be provided with a complete copy of the communication sent to carriers and intermediaries, including the date and key information allowing consumers to assert their rights under this Regulation.

Assistance to persons with disabilities or reduced mobility

Carriers and intermediaries shall provide at the time of the booking of the transport contract the possibility of **notifying the need for assistance** to persons with disabilities or reduced mobility. Single points of contact for assistance at multimodal passenger transport platforms must provide information on accessibility.

Complaints

Passengers may submit a complaint to carriers or intermediaries regarding their respective fields of responsibility through the complaint handling mechanisms. Such a complaint shall be submitted within **one year** of the date on which the journey was performed or was scheduled to be performed. Within seven working days of receiving the complaint, the addressee shall confirm to the passenger that it has received the complaint. Within two months of receiving the complaint, the addressee shall provide a reasoned answer to the passenger. Where the addressee does not provide that full answer within that **two-month period**, it shall be deemed to have accepted the passenger's claims.

Where the carrier invokes **extraordinary circumstances**, it shall inform the passenger in its answer of the specific circumstances responsible for the cancellation or delay. The air carrier shall also demonstrate that it took all reasonable measures to avoid the cancellation or delay.

The **burden of proof** that the passenger was provided with the information shall lie with the carrier or intermediary that sold the combined multimodal ticket.

Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility.

The Commission may, where appropriate, adopt guidelines with a view to promoting uniform application and, where necessary, propose amendments to this Regulation.

Passenger rights in the context of multimodal journeys

2023/0436(COD) - 29/11/2023 - Legislative proposal

PURPOSE: to develop the Union's market for multimodal passenger transport and establish passengers' rights in the context of multimodal journeys.

PROPOSED ACT: Regulation of the European Parliament and of the Council.

ROLE OF THE EUROPEAN PARLIAMENT: the European Parliament decides in accordance with the ordinary legislative procedure and on an equal footing with the Council.

BACKGROUND: a key element of making transport more sustainable is achieving effective multimodality, where passengers who wish to travel long distances can do so by combining several modes of collective transport, thereby using the most sustainable and efficient mode for each leg of the journey. Protecting passengers along the way, in particular during travel disruptions, is key to enhance the attractiveness of such multimodal travels. Moreover, a failure to provide this protection could itself affect market growth for multimodal travel, with some passengers choosing to travel by car instead of collective transport (judging car travel to be both more convenient and more reliable).

The Union law on passenger rights already raises the standards of protection for passengers when they travel by air, rail, sea and inland waterways, and bus and coach. In particular, these Regulations contain provisions on information and assistance to passengers which apply to each of these transport modes considered separately. This proposal aims to complement these existing rules by ensuring that passengers enjoy a similar level of protection where they **switch between these transport modes** during a journey.

CONTENT: the Commission's proposal on passenger rights in the context of multimodal journeys sets out new rules to protect passengers using different types of transport, like buses, trains, and planes, all in one trip.

The proposal:

- contains provisions on transport contracts and information to passengers by carriers, intermediaries and multimodal hub managers. It describes the information to be given to passengers before and during their journey (in real-time), and the modalities for exchange and cooperation on the matter between different types of undertakings involved;

- contains provisions on the assistance of passengers (reimbursement, re-routing, care) having a single multimodal contract in the event of a **missed connection** of a subsequent transport service. In addition, it spells out the reimbursement process where such contract was acquired with an intermediary. It also clarifies the liability of carriers and intermediaries offering combined multimodal tickets. Lastly, it introduces a common form for reimbursement and compensation requests;

- outlines rules for the protection and assistance of **persons with disabilities** and **reduced mobility** (PRM) in the context of multimodal travel. Next to detailing the right to transport and the assistance of PRM having a single multimodal contract, it introduces the establishment of Single Points of Contact at multimodal passenger hubs. These hubs correspond to the multimodal passenger hubs that have to be developed in every urban node of the TEN-T network by 2030 under the proposal for a Regulation on Union guidelines for the development of the trans-European transport network;

- contains rules on service quality and on the handling of **complaints** by carriers, intermediaries and multimodal hub managers;

- contains provisions on **information to passengers on their rights** as well as the enforcement of the Regulation. Regarding the latter, it includes rules on the designation of a national enforcement body, the risk-based approach to the monitoring of compliance with passenger rights, the sharing of information by the relevant undertakings with national enforcement bodies and cooperation between Member States and the Commission.