

28 May 2021

Report on the enforcement of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway from 1 January 2019 to 31 December 2020

1 General

Under Article 26 of Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 (hereinafter 'Regulation (EU) No 1177/2010' or 'Regulation'), national enforcement bodies shall publish a report on their activity every two years. The enforcement report shall contain in particular a description of actions taken in order to implement the provisions of the Regulation, details of sanctions applied and statistics on complaints and sanctions applied.

The present enforcement report concerns the activities of the Finnish Transport and Communications Agency (Traficom) from 1 January 2019 to 31 December 2020. Provisions on Traficom's competence with respect to Regulation (EU) No 1177/2010 are laid down in the Act on Transport Services (320/2017), more specifically in section 186, subsection 2, paragraph 4, and subsection 4.

Traficom supervises compliance with Regulation (EU) No 1177/2010 on the rights of passengers when travelling by sea and inland waterway on a general level with respect to the rights of business passengers, disabled passengers and passengers with reduced mobility. Moreover, Traficom has the competence to recommend decisions regarding complaints that concern the rights of passengers who are not consumers and the rights of disabled passengers and passengers with reduced mobility.

On a case-by-case basis, Traficom also supervises compliance with Regulation (EU) No 1177/2010 in cooperation with the Consumer Ombudsman.

2 Contacts and complaints

In 2019–2020, Traficom was contacted a total of 3 times (incl. complaints) in matters concerning passenger rights when travelling by sea and inland waterway. If a contact concerned more than one carrier, it has been reported here as a single contact. For some of the contacts, it may have been impossible to ascertain whether they concerned matters within the scope of Regulation (EU) No 1177/2010.

3 Supervision measures and other activities

The following presents the main themes in Traficom's activities concerning the rights of passengers when travelling by sea and inland waterway in 2019–2020.

28 May 2021

In 2019, Traficom supervised and looked into issues concerning the free-of-charge carriage of persons accompanying disabled persons and persons with reduced mobility.

In 2020, Traficom examined, on a general level, issues concerning the particular attention paid to the needs of disabled persons and persons with reduced mobility as regards their right to adequate travel information throughout their travel.

The epidemic caused by coronavirus COVID-19 has had an impact on travelling. In 2020, Traficom considered passenger rights in its general supervision duties particularly in situations where a carrier cancelled a ship journey. Traficom has, for example, published on its website a special reminder of the right of passengers to be reimbursed the ticket price in money if a carrier cancels their journey.