

# Travel delayed?

**Your  
passenger  
rights**



**at hand**



Journey delayed or cancelled?  
Lost luggage? Denied boarding?

**Find out more:**

Visit the website at  
[europa.eu/youreurope/travel](http://europa.eu/youreurope/travel),  
download the passenger rights  
app or call Europe Direct on  
00 800 6 7 8 9 10 11\*

\*Certain telephone  
operators may deny  
or charge for access  
to 00 800 numbers



**Transport operators and terminal and station  
managers have a legal obligation to inform  
you about your rights and where to complain**

Ever experienced one of these problems? EU legislation protects  
your rights wherever you travel across Europe