



European  
Commission



# Lost luggage?

**Your  
passenger  
rights**



**at hand**



Lost, delayed or  
damaged luggage?

**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**

EU legislation protects your rights wherever  
you travel across Europe

Mobility and  
Transport