Traveloffsy

POCKET CARD · EU PASSENGER RIGHTS

Delayed or cancelled?

Plane

Flights within or leaving the EU, or into it on an EU airline

Care	Delay of 2, 3 or 4 h at departure, by distance: meals, refreshments, 2 calls or emails. A hotel if you fly the next day.
Refund	Delayed 5 h or more: a refund. Cancelled or bumped: refund or re-routing, your choice.
Compensation	€250 to €600, by distance: 3 h or more late at arrival, bumped, or cancelled less than 14 days ahead. Not for extraordinary circumstances.

Train

Rail within the EU; some domestic trains exempt

Care	Delay of 60 min or more: meals and refreshments; a hotel if you must stay overnight.
Refund	60 min or more late: refund within 30 days or re-routing. No options within 100 min: travel on by rail, coach or bus and claim the costs.
Compensation	25% to 50% of the fare, by delay, from 60 min late at arrival.

Coach

Services of 250 km or more to or from the EU

Care	Trip over 3 h, delay over 90 min: snacks or meals; up to 2 hotel nights.
Refund	Over 2 h late at departure, or cancelled: refund or re-routing.
Compensation	Part of the fare, if you were not offered that choice.

Ferry

From an EU port, or to one with an EU company

Care	Leaves over 90 min late: snacks or meals; a place to stay if overnight.
Refund	Leaves over 90 min late, or cancelled: refund in 7 days or re-routing (not cruises).
Compensation	25% to 50% of the fare if you arrive 1 to 6 h late or more, by journey length. Not for severe weather.

How to claim. Operator first; keep every receipt. Plane: then the national authority if no reply within 2 months. Train and coach: within 3 months. Ferry: within 2 months.

EU air rules are changing. A reform of these rules was published in the EU's Official Journal on 2 October 2026 as Regulation 2026/2202. It does not apply yet.

Source: European Commission, Your Europe passenger rights pages (air, rail, bus and coach, ship), © European Union, CC BY 4.0, modified by Traveloffsy; reform status: European Parliament procedure file 2013/0072(COD). Checked 24 Sep 2026; reform status 12 Oct 2026. Figures change: check the latest at **traveloffsy.com/travel-rights-finder**. General information, not advice.