



Maritime &  
Coastguard  
Agency

Safer lives,  
safer ships,  
cleaner seas

# Maritime passenger rights

A short passenger guide to  
Regulation (EU) 1177/2010



# You have certain rights when you travel in, to and from the UK by sea and on inland waterways. Here's your basic guide to these rights as provided by EU1177/2010, which has been adopted into UK law since leaving the EU.

## Maritime passengers rights include:

### Non-discrimination

Passengers are entitled to be treated with respect regardless of any disability or assistance needs.

### Disabled and reduced mobility passengers

Disabled and reduced mobility passengers have the same right to travel as all other passengers at no extra costs.

Operators can refuse to carry a passenger if the ship doesn't have sufficient space for safe movement on board or they can't comply with UK or international safety regulations.

If you're refused boarding for these reasons, you're entitled to rerouting or a ticket price refund. If a ferry operator requires you to be accompanied by a carer, the carer travels for free. This doesn't apply to cruises.

Passengers should inform an operator of their assistance requirements at the time of booking or at least 48 hours before departure. Otherwise it may not be possible to provide the assistance required.

If any medical or mobility equipment is lost or damaged during the journey, the operator will pay for repairs or a replacement. Any temporary hired equipment will also be paid for.

### Information rights

Passengers have the right to information in accessible formats (for example, easy read, audio, sign language). The information provided should include the price, your rights (including how to complain) and details of your journey.

Any delays must be communicated to passengers within 30 minutes of

the departure time.

### Assistance during delays or cancellations

If your departure is delayed by 90 minutes or more, your operator will provide refreshments reasonable to the waiting time, if these are readily available.

If appropriate, passengers should be offered up to three nights accommodation up to the value of £70 per night.

Accommodation can be provided on board a ship. This does not apply if the delay is due to bad weather.

### Re-routing or refunds in the event of delay or cancellation

If a ferry passenger is delayed by 90 minutes or more, they should be offered a choice of being re-routed to their final destination or a full refund and travel to the point of departure.

### Compensation for late arrival

If your ferry arrival is delayed you might be entitled to compensation of between 25% and 50% of the ticket - costs depending on the length of the delay.

No compensation is payable if you have an open ticket, were informed of the delay before booking, or the delay is due to an unforeseen circumstance.

For more detailed information,

search 'DfT maritime passenger rights' and/or 'MCA maritime passenger rights' online.



### Do you have a complaint?

Complaints should be made to the company providing the service you have an issue with.

Provide dates, times of sailings, details of tickets, whom you spoke to and any other relevant information.

Keep copies of all documents sent.

Give companies sufficient time to investigate your complaint.

If you're not satisfied with the reply to your complaint, you can approach the relevant compliant handling body and ask them to investigate on your behalf.

If the complaint handling body has not resolved your complaint, you can ask the Maritime and Coastguard Agency (MCA) to investigate your complaint. The MCA is the national enforcement body, covering all four UK countries.

All contact details are provided on the next page.

## Complaint handling bodies' contact details

### Cruise Passengers, CLIA UK

E: [passengerrights@cruising.org](mailto:passengerrights@cruising.org)  
W: [www.cruiseexperts.org/clia](http://www.cruiseexperts.org/clia)  
T: 020 7323 7466

### Ferry Passengers, ABTA

E: [consumer.affairs@abta.co.uk](mailto:consumer.affairs@abta.co.uk)  
W: [www.abta.com](http://www.abta.com)  
T: 020 3117 0599

### Transport for London Services, London Travel Watch

E: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)  
W: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

### In Scotland

E: [MPRAppeals@transport.gov.scot](mailto:MPRAppeals@transport.gov.scot)  
W: [www.transportscotland.gov.uk](http://www.transportscotland.gov.uk)

### In Northern Ireland

E: [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)  
W: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)  
T: 0800 121 6022  
028 9067 2488 (text phone)

### Maritime and Coastguard Agency

E: [neb@mcga.gov.uk](mailto:neb@mcga.gov.uk)  
W: [www.gov.uk/government/publications/maritime-passenger-rights](http://www.gov.uk/government/publications/maritime-passenger-rights)  
T: 020 381 72580 (voicemail)

### For general enquiries

[info@mcga.gov.uk](mailto:info@mcga.gov.uk)

 [@MCA\\_media](https://twitter.com/MCA_media)

 [@MCA](https://www.facebook.com/MCA)

 [/maritime-and-coastguard-agency](https://www.linkedin.com/company/maritime-and-coastguard-agency)

[www.gov.uk/mca](http://www.gov.uk/mca)