

Brussels, February 2024

In Focus – Passenger Rights

- The European Commission currently develops a regulation on passenger rights in the context of multimodal journeys (= travel involving more than only one form of transportation e.g. train and air travel combined)
- Until 14 March 2024 interested parties have the opportunity to voice their opinions and recommend changes, if any, to the proposal of the European Commission.
- BT4Europe submitted its response within this consultation process.

We fully support multimodal travel

- In many cases business trips are multimodal by nature e.g. combining air and rail into one trip.
- Multimodal trips can help to save costs and can be more sustainable as much as they promote public transportation.
- A cohesive regulation of passenger rights on multimodal travel will support the growth of multimodal travel.

Few changes in details necessary

1. Reimbursements, if required by disruptions or cancellations, should be made via the payment method which was originally used to purchase the ticket. Effectively, if the ticket was paid for by a corporation for a business traveller, that corporation should be reimbursed.
2. Rules for passenger reimbursement are not harmonized across all modes of transportation, e.g. different rules apply for airlines and for rail companies. BT4Europe asks for coherent rules in particular for multimodal travel.
3. Providers of travel and intermediaries (e.g. booking engines) should not be allowed to exclude multimodal ticket complaint handling and reimbursements in their terms and conditions.
4. BT4Europe expresses particular appreciation for the 14-day-reimbursement deadline outlined in the European Commission's proposal. This requirement is crucial and fulfills a significant need in the process.



Business Travel in Europe

- 2 million European institutions send business travelers on the road (companies, public administration, NGO)
- 34 million business travelers
- 300 million business trips
- €120 billion spent
- Estimates for 2022