



EUROPEAN
COMMISSION

Brussels, 29.11.2023
COM(2023) 753 final

ANNEXES 1 to 4

ANNEXES

to the Proposal for a

Regulation of the European Parliament and of the Council

amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union

ANNEX I

ANNEX 2

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner), and tickets

Punctuality of flights, and general principles to cope with disruptions to flights

Delays

- (a) overall average delay of flights;
- (b) percentage of delays caused by:
 - extraordinary circumstances;
 - fault on the part of the passenger; or
 - the behaviour of a third party.
- (c) percentage of flights delayed at departure:
 - for two hours or more in the case of flights of 1500 kilometres or less;
 - for three hours or more in the case of all intra-Community flights of more than 1500 kilometres and of all other flights between 1500 and 3500 kilometres;
 - for four hours or more in the case of all other flights.
- (d) percentage of flights delayed at arrival:
 - percentage of delays of more than 3 hours (5 hours).

Cancellations of flights

- (a) cancellation of flights;
- (b) percentage of cancellations of flights caused by:
 - extraordinary circumstances;
 - fault on the part of the passenger; or
 - the behaviour of a third party.

Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)

Adherence to industry standards on weight and dimensions of hand luggage

Results of the customer satisfaction survey(s)

Complaint handling

- (a) the number of complaints;
- (b) types of complaints;
- (c) the outcome of complaints;
- (d) reimbursements; and
- (e) compensation for non-compliance with service quality standards.

ANNEX II

ANNEX III

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner).

Results of the customer satisfaction survey(s) focusing on experiences of persons with disabilities and persons with reduced mobility and persons accompanying them

Complaint handling

- (a) the number of complaints;
- (b) types of complaints;
- (c) the outcome of complaints; and
- (d) compensation for loss or damage of mobility equipment.

Assistance provided to persons with disabilities and persons with reduced mobility (PRM)

- (a) number of denied transport services for a PRM, and the reason for it;
- (b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;
- (c) number of cases related to the loss or damages of mobility equipment and their outcome;
- (d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements);
- (e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;
- (f) the implementation of the disability awareness and assistance training.

ANNEX III

ANNEX V

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets

Punctuality of services, and general principles to cope with disruptions to services

Delays

- (a) overall average delay of services;
- (b) percentage of delays caused by:
 - fault on the part of the passenger;
 - weather conditions endangering the safe operation of the ship; or
 - extraordinary circumstances hindering the performance of the passenger service.
- (c) percentage of services delayed at departure;
 - percentage of delays of less than 90 minutes;
 - percentage of delays of more than 90 minutes.
- (d) percentage of services delayed at arrival:
 - percentage of delays of less than 1 hour;
 - percentage of delays of at least 1 hour in the case of a scheduled journey of up to 4 hours;
 - percentage of delays of at least 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;
 - percentage of delays of at least 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;
 - percentage of delays of at least 6 hours in the case of a scheduled journey of more than 24 hours.

Cancellations of services

- (a) cancellation of services;
- (b) percentage of cancellations of services caused by:
 - fault on the part of the passenger;
 - weather conditions endangering the safe operation of the ship; or
 - extraordinary circumstances hindering the performance of the passenger service;

Cleanliness of the means of passenger transport and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)

Results of the customer satisfaction survey(s)

Complaint handling

- (a) the number of complaints;

- (b) types of complaints;
- (c) the outcome of complaints;
- (d) reimbursements; and
- (e) compensation for non-compliance with service quality standards.

Assistance provided to persons with disabilities and persons with reduced mobility (PRM)

- (a) number of denied transport services for a PRM, and the reason for it;
- (b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;
- (c) number of cases related to the loss or damages of mobility equipment and their outcome;
- (d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;
- (e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;
- (f) the implementation of the disability awareness and assistance training.

ANNEX IV

ANNEX III

MINIMUM SERVICE QUALITY STANDARDS

Information to passengers on their rights as required by this Regulation (in a transparent, accessible, non-discriminatory, effective and proportionate manner) and tickets

Punctuality of regular services, and general principles to cope with disruptions to regular services

Delays

- (a) overall average delay of regular services;
- (b) percentage of delays caused by:
 - severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;
 - the bus or coach becoming inoperable during the journey.
- (c) percentage of regular services delayed in departure:
 - percentage of delays of 120 mins or less;
 - percentage of delays of more than 120 mins.

Cancellations of regular services

- (a) percentage of cancellations of regular services;
- (b) percentage of cancellations of regular services caused by:
 - severe weather conditions or major natural disasters endangering the safe operation of bus and coach services;
 - the bus or coach becoming inoperable during the journey.

Cleanliness of buses and coaches (air conditioning, hygiene of sanitary facilities if available, etc.) and the terminal facilities (air quality and temperature control inside, hygiene of sanitary facilities, etc.)

Results of the customer satisfaction survey(s)

Complaint handling

- (a) the number of complaints;
- (b) types of complaints;
- (c) the outcome of complaints;
- (d) reimbursements; and
- (e) compensation for non-compliance with service quality standards.

Assistance provided to persons with disabilities and persons with reduced mobility (PRM)

- (a) number of denied transport services for a PRM, and the reason for it;
- (b) number of denied transport services for their recognised assistance dog or their mobility equipment and the reasons for it;
- (c) number of cases related to the loss or damages of mobility equipment and their outcome;

- (d) number of cases where the carrier obliged a person with disability or reduced mobility to be accompanied by someone to comply with the safety requirements;
- (e) discussions concerning this assistance with representative organisations and, where relevant, representatives of PRM;
- (f) the implementation of the disability awareness and assistance training.