

EUROPEAN CONSUMER CENTRE

Consumer rights
in short sea
shipping

Travelling
by boat?
Don't get swamped...



ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΚΑΤΑΝΑΛΩΤΗ



βοιάζεται για σένα



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MINISTRY OF EMPLOYMENT
AND SOCIAL PROTECTION

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βοηθάει για όσα



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Consumer Rights in short sea shipping



What should consumers know?

Greek legislation (Law 3709/2008) protects passengers in case of delays, and the cancelation or interruption of their trip.

A) PASSENGERS RIGHTS

- If the passenger is not provided with the seat which has already been paid for, he has the right to either
 - a) **cancel his ticket** and accordingly receive a reimbursement amounting to twice the cost of the ticket or b) **travel on a lower class ticket** than that initially purchased and receive a reimbursement equal to the difference in price between the two tickets increased by the value of the initial ticket.
- People with **reduced mobility** and those with more than 80% disability, are entitled to tickets reduced by 50%. This reduction is also valid for the vehicle that the disabled passenger travels with. The vehicle must have a sign which proves that the passenger is a war disabled or he has a disabled parking coupon. In case of a paraplegic, blind, autistic, mentally disabled individual or those suffering from Down's syndrome, this 50% price reduction is also valid for the person who accompanies the disabled.
- The passenger has the right to carry **luggage up to 50 kilos** without having to pay an additional weight charge.
- People with **reduced mobility** are entitled to transport **all necessary equipment** required for their moving around **without incurring additional costs**.
- In the case of a **delay** of a scheduled trip caused by damage to the ship or any other problem for which the shipping company is responsible, the passenger is entitled to:
 - a) **Cancel the ticket** and receive a reimbursement equal to the price of said ticket and, where applicable, the vehicle ticket,

- b) Remain on the boat and travel by the same one or the first **next available** boat on the expenses of the shipping company.
- c) If the delay is greater than 4 hours, **food** will be provided at the expense of the shipping company.

In addition to this, where feasible, in cases where the expected departure is one day after the initial scheduled departure day and these are separated by at least 6 hours, the passenger is entitled to accommodation either on board or at a hotel. The passenger is also entitled to **accommodation** on the boat or at a hotel when the delay will be longer than 6 hours and the departure is scheduled between 24:00 and 05:00. If the provision of accommodation is unfeasible, the passenger shall receive a reimbursement of twice the original price of the ticket.

- In the event of an **interruption** caused by damage which occurred **during the trip**, the passenger is entitled to either disembark and receive a reimbursement corresponding to the remaining part of this trip, or continue the trip and, if the delay is longer than 3 or 6 hours, the passenger is entitled to a reimbursement equal to 25% or 50% respectively of the ticket price.
- In the event of an **interruption at an intermediate port** due to boat damage, if the passenger doesn't get at his destination by another boat at the company's expenses and if he doesn't cancel his ticket, he is entitled to food and accommodation at the expense of the shipping company, as with the previous case.
- In the event of the passenger **missing a connection** due to the trip being delayed or a cancellation arising from a malfunction with the ship, the passengers are entitled to reach their destinations at the expense of the shipping company. Additionally, the passengers are entitled to **food and accommodation** at the expense of the shipping company in question, when the delay forces the passenger to wait for over 6 hours at the port where the connection was due to take place. This is provided that they will leave for their destination the next day or, failing this, providing that the passenger arrived at the connecting port between 24:00 and 05:00 and that his departure will take place after a delay of at least 6 hours.
- When the ship is unable to sail due to **adverse weather conditions**, the passenger is entitled to a) change the date of his trip, b) stay on the ship until it is able to depart, weather conditions permitting, or c) cancel the ticket and receive a reimbursement of the full value of the ticket.



- In the event of a **cancellation of the trip**, for which the shipping company is responsible, the passenger is entitled to a full reimbursement or other offsetting provisions of his choice. This reimbursement must cover all proven expenses undertaken by the passenger and any damage that the later has undergone as a result of this cancellation. The aforementioned reimbursement of damages is not applicable when a) the passenger has been informed of the cancellation a week before the scheduled departure and has been reimbursed for the ticket, b) the passenger has been informed at least 12 hours before the scheduled departure and has been transferred via another transport medium to his destination within 12 hours counted from the scheduled departure of the cancelled trip.
- In the event of a **cancellation due to damage** to the ship in question, the passenger is entitled to a) be transferred to his destination within 24 hours at the expense of the shipping company (on condition that he agrees with the proposed alternate means of transport), b) cancel his ticket and receive a full reimbursement of the ticket, c) be provided with food and accommodation at the expense of the shipping company, d) receive a reimbursement amounting to twice the original cost of the ticket or any other offsetting provision if has not been transferred to his destination within 24 hours, due to the shipping company's responsibility.
- The passengers can address any complaints, during the trip, to the officials on board the ship. These officials are available for this purpose. Once the trip is completed, passengers can refer to the travel agent, the shipping company or the port authorities.
- The passenger may return or change his ticket at the travel agency, at the shipping agent chosen by the shipping company for each port or with anyone who has the legal rights to sell tickets for the specific boat. The shipping company is responsible to return a percentage or the whole amount of the ticket price or a reimbursement to the passenger in cash or through a bank transfer (from the shipping company, the travel agent or the shipping agent chosen by the shipping company for each port) within 7 days from the scheduled departure of the boat.



B) THE OBLIGATIONS OF THE SHIPPING COMPANY

The shipping company is obliged to:

- Provide passengers with services without any discrimination.
- Provide passengers with the seat and the cabin type which features on their ticket.
- Take the necessary safety and hygiene measures.
- Ensure that the name of the boat, the trip, the date and the scheduled departure time are printed on the tickets.
- Provide publicity and up-to-date information about their tips.
- Inform the passengers on time about potential cancelations and changes to the scheduled trips.
- Potential delays should be announced visually and acoustically on the boat, in English and in Greek. These announcements must include the cause of the delay and the estimated time of its duration.
- Provide passengers with reduced mobility and those who need special care, such as babies, children, pregnant women, and elderly passengers, with any help possible.
- Make sure that the public is informed about ticket prices and reductions before purchasing tickets.
- Place the table with passengers' rights and obligations, in both Greek and English at visible locations on the boats and at the travel agencies. This table should be made available to passengers, if they ask for it, both in Braille and in large characters.
- Not increase the ticket price until the passenger pays for or receives the ticket he booked on line.
- Inform the passengers at the booking about luggage charges when these surpass 50 kilos.
- Follow specific procedures in passenger complaint reception, registering and resolution.



Amicable resolution of problems

When passengers have problems with their shipping company or their travel agent, they may refer to the Consumer's Ombudsman in order to reach an out of court settlement. European citizens facing relevant problems in Greece can contact the **European Consumer Centre** of Greece in **1520**.



EUROPEAN CONSUMER CENTRE CONSUMER GENERAL SECRETARIAT

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