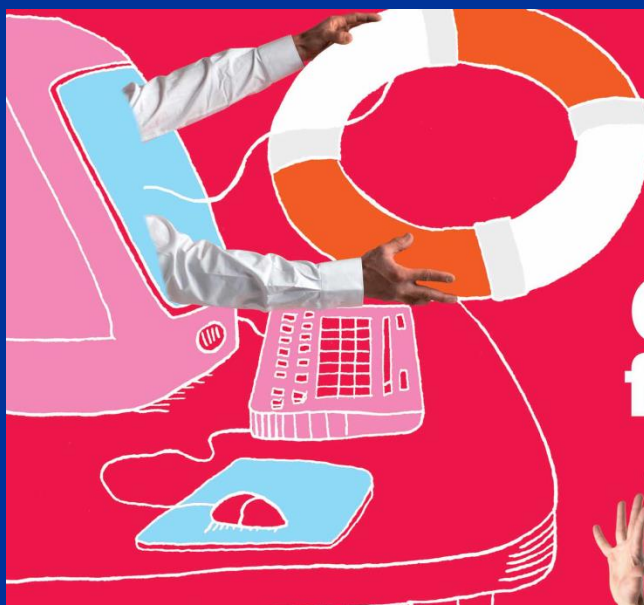




“Help and advice for EU nationals and their family in the field of transport”

Valentina Mayer, YEA legal expert

Cittadinanzattiva, Rome, September 16, 2014



Drowning in questions?

Get fast, free advice on your EU rights.



RM311058ENP



Find help on europa.eu/youreurope/help or call 00 800 67 89 10 11 (Europe Direct)





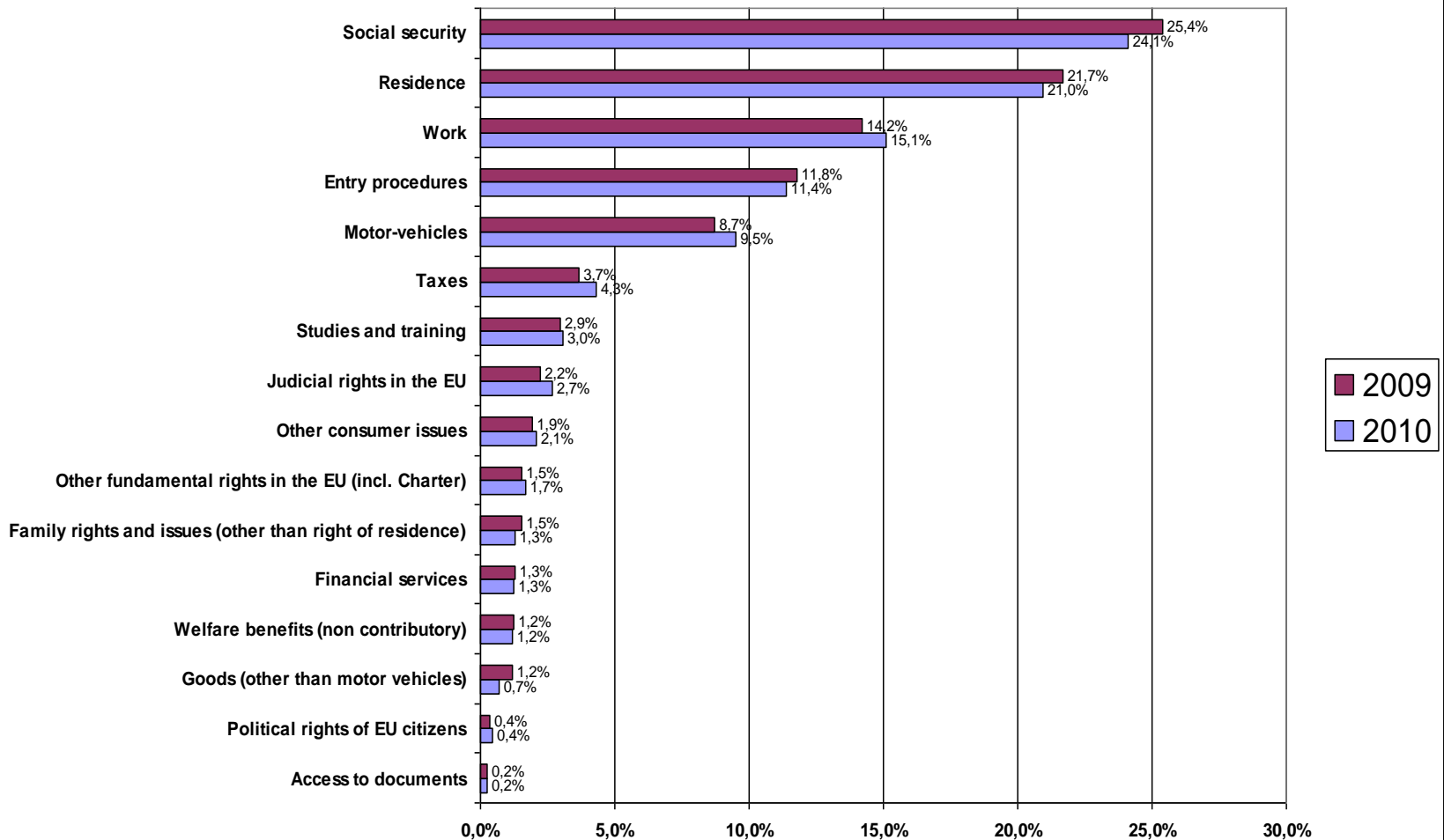
What is Your Europe Advice?

- **EU advice service for the public**, provided by the legal experts from the ECAS (European Citizens Action Service) operating under contract with European Commission
- Team of **lawyers** who cover all EU official languages familiar with EU law and national law in all EU
- Individuals can ask **questions in any official EU language about their EU rights**, most often concerning cross-border situations. **Replies** provided **within less than one week** and in any official EU language.
- Enquiries can be submitted either **online** or by **telephone**, and replies are provided either by **e-mail** or by **phone**.
- More than **15 000 replies** provided in 2011 – all-time high.



Subject areas

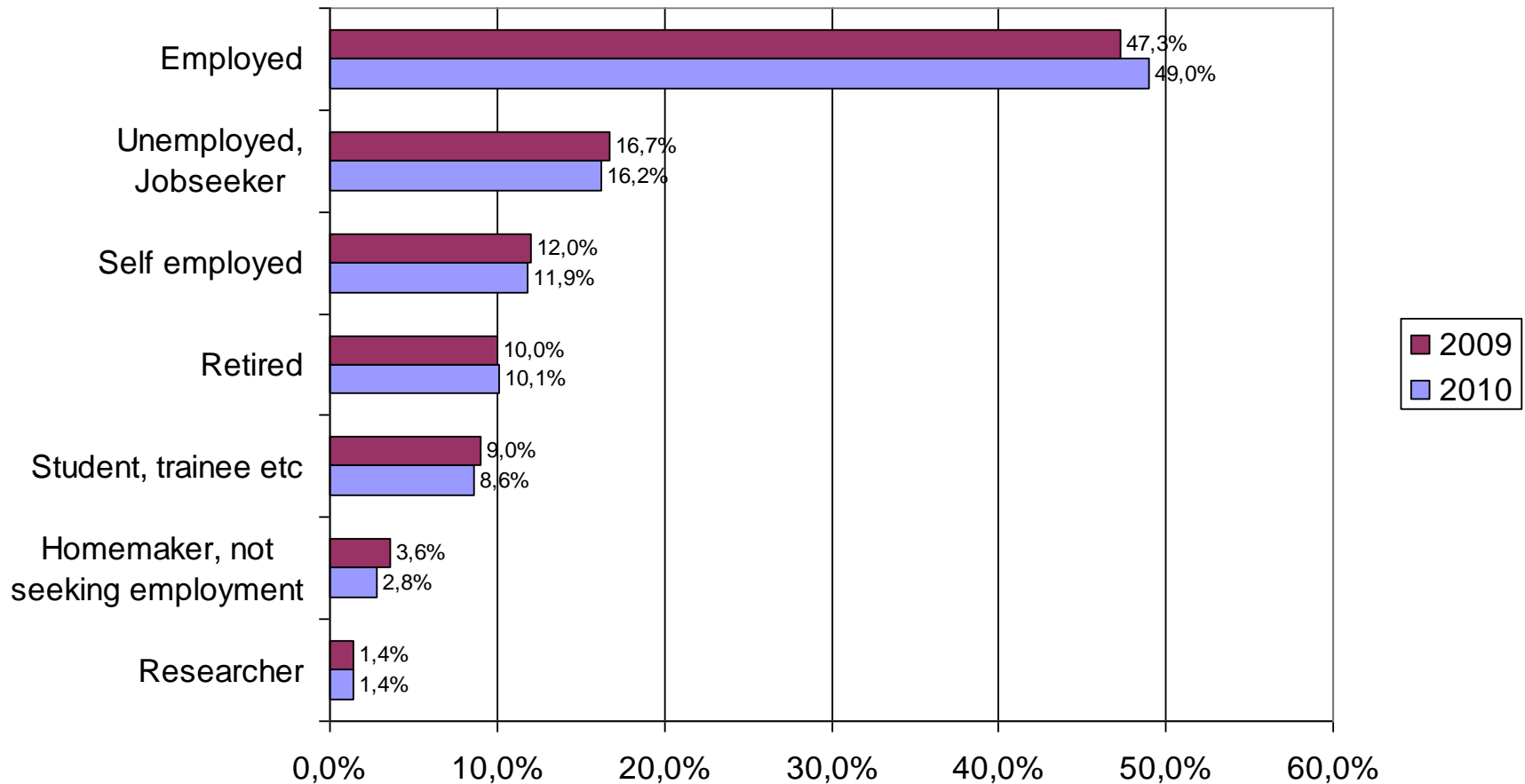
Enquiries by topic





Who are the enquirers?

Socio-economic category of enquirers





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English (en)



europa.eu

Your Europe

EUROPA > Your Europe > Citizens > Travel



Travel

Work & Retirement

Vehicles

Residence formalities

Education & Youth

Health

Family

Consumers

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Travel

Documents you need

- EU nationals
- Non-EU family members
- Non-EU nationals

Money & Charges

- Mobile roaming costs
- VAT refunds and excise duties
- The Euro, cash transfers and paying by card

Passenger rights

- Travellers with reduced mobility
- Rail passenger rights
- Air passenger rights
- Bus and coach passenger rights
- Ship passenger rights

Safety

- Air safety/security
- Road Safety
- In an emergency

What can you take with you?

- Animals or plants
- Animal products
- Alcohol, tobacco, cash

Package travel & timeshare

- Package travel
- Timeshare



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MOBILITY AND TRANSPORT

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Facts & fundings

About us



Enquiry form

Choose your language from the language bar

Please note that the European Commission's preliminary screening service provides citizens with general information about their rights under EU law when travelling and about how to proceed if they wish to log a complaint. The Commission services do not handle complaints themselves, which must be submitted to the air carrier and to the competent authority in the country where the incident took place.

[List of competent national authorities and further information about EU passenger rights](#)

(*) = fields you must fill in

First Name *

Family Name *

E-mail address *

Please confirm your e-mail address *

Country of residence

Street

Town/City

Postcode

Country

In which language would you like to receive an answer? *

Passenger rights

Air

- ▶ [Persons with reduced mobility \(PRM\)](#)
- ▶ [Legislation](#)
- ▶ [European Case Law of Justice of the EU](#)
- ▶ [Enquiry form](#)

▶ [Road](#)

▶ [Rail](#)

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Direct access

EU - Do you need help? - Your Europe

europa.eu/youreurope/citizens/help/index_en.htm

Contact | Sitemap | About this site | Legal notice English (en)

Your Europe europa.eu

EUROPA > Your Europe > Citizens > Help

Travel | Work & Retirement | Vehicles | Living abroad | Education & Youth | Health | Family | Shopping

Share

Do you need help?

I want:

- to **know more** about my rights under EU law in a situation I am currently facing (within 1 week)
- to **get help** in getting my rights recognised by a national administration (within 10 weeks)
- to **ask a general question** about the EU

Depending on your choice, you will be respectively directed to:

- a [team of independent legal experts](#) who can give you personalised advice on your rights under EU law ([privacy statement](#)
- [staff from national administrations](#) who can help mediate in a situation where you feel your EU rights are being denied ([privacy statement](#)
- an [information desk](#) who will provide you with the information you request, or direct you to an appropriate source ([privacy statement](#)

These services are entirely free. The team which receives your query may judge that it can be better dealt with by another service, but we need your approval for the transfer of your query to take place.

I accept the transfer of my query to the service best able to help me, and I accept their respective privacy statements



Where to contact Your Europe Advice?

www.europa.eu/youreurope

www.europa.eu/youreurope/help

www.ec.europa.eu/citizensrights





Typical questions

- I was stopped by the police in the Netherlands, where I currently live, and on that occasion I was told that I had to exchange my Danish driving licence for a local one. Is that legal?
- I work in Finland, but my family has stayed behind in Estonia, our home country. Where should I claim child benefits?
- I am Romanian and I want to start a free-lance activity in France. The French authorities say I have to apply for a work permit. Is that correct?



Travel – EU rights

- **Passenger rights by air, rail, ship, bus or coach.** Passengers enjoy the right to information, assistance and, in certain circumstances, compensation in case of cancellation or long delay;
- **Package holidays.** Rights include information in brochures, rights to cancel without penalty, liability for the seller for services (for example if you end up in a substandard hotel) and protection if a tour operator or airline goes bankrupt





Travel – EU rights

- **Disability or reduced mobility.** Right to assistance when you travel by air, train, ship and bus or coach. If you are entitled to use disabled parking facilities in your home country, the EU standard model for disability parking cards will give you the same access to parking facilities in other EU countries;
- **Consular protection.** Help from another EU Member State's consulate or embassy when you travel to a country outside the EU and your home country is not represented there.





Travel – recent cases

- A Lithuanian citizen flying from the UK to St. Lucia Island on the basis of her husband's work permit was denied boarding due to the fact that she did not have a return ticket. The airline personnel (not official border guards) decided that the work permit of her husband was not a sufficient document to prove her legitimacy in the arrival country, so she was forced to purchase a return ticket.
- UK citizens had their flight with Air France cancelled. Air France refuses to compensate the passengers





Other tasks

Apart from replying to citizens' enquiries
Your Europe Advice has the following tasks:

- Help SOLVIT Centers
- Outreach activities
- Feedback reports
- Data base



Cooperation between Your Europe Advice and SOLVIT

- Your Europe Advice experts signpost citizens to SOLVIT
- Automatic transfer from Your Europe Advice to SOLVIT
- Your Europe Advice helps SOLVIT Centres clarify legal questions in specific cases



Outreach activities

- Your Europe Advice **experts participate in a variety of events** (e.g. national network meetings organised by the Reps, student fairs, holiday fairs, conferences, seminars, Single Market week etc.) to **promote EU rights and our assistance services.**
- **Consultation days:** face-to-face advice to citizens



Feedback reports

Our external contractor ECAS together with the Your Europe Advice experts regularly produce **feedback reports on topical subjects** upon request from the Commission (e.g. on professional qualification, specific problems with social security, informal redress mechanisms, gaps in the Single Market legislation etc.)





Database

The Your Europe Advice database contains a **wealth of information from more than 107.000 real cases** showing existing problems, uncertainties and challenges in the Single Market.



More information

Video:

<http://www.youtube.com/watch?v=BSR-pUTya2E>

Website:

<http://ec.europa.eu/citizensrights>

Enquiry form:

http://ec.europa.eu/youreurope/citizens/help/index_en.htm

Personal contact:

valentinamayer@gmail.com