

Information release

The European Parliament advances a reform to strengthen passenger rights in the EU

The new rules improve refunds, simplify claims procedures, strengthen protection for vulnerable persons and expand the powers of national authorities.

Madrid, 26 de October 2026. The European Parliament has recently approved new European rules aimed at strengthening passenger protection across the European Union, regardless of the mode of transport used. The reform, supported by a large parliamentary majority, updates travellers' rights and clarifies the rules on refunds in the event of the cancellation of flights purchased through an intermediary such as travel agencies or online booking platforms. It also provides for the creation of a common European form for requesting refunds and compensation for all types of journeys, improving protection for vulnerable air passengers and granting national bodies greater powers to investigate possible infringements of the rights of all passengers.

Therefore, in the event of the cancellation of a flight purchased through intermediaries, air passengers will be entitled to receive a full refund, including intermediary fees, within a maximum period of fourteen days (the airline must transfer the amount to the intermediary within 7 days, and the intermediary must transfer it to the passenger within a further 7 days). In addition, intermediaries will be required to provide information on the refund conditions at the time of booking.

The legislation also introduces a common European form that will enable travellers to request refunds and compensation more easily and consistently throughout the Union. These forms will be available on the European Commission website in all official EU languages and may be used for all modes of transport.

Another of the most significant developments introduced by the reform is the strengthening of the rights of people with disabilities or reduced mobility when travelling by air. Among the new measures is the possibility for an accompanying person to travel free of charge with such passengers where their presence is necessary, thereby aligning these rights with those already existing in other modes of transport such as rail, coach, bus or ferry.

Furthermore, the new legislation grants greater powers to the national authorities responsible for enforcing the rights of all passengers. To enable these authorities to investigate possible infringements, they will be allowed to initiate audits, inspections and investigations on their own initiative, without having to wait for a complaint to be submitted by travellers.

According to the European Parliament, the reform will benefit the nearly 13 billion journeys made each year within the European Union by air, rail, coach, bus or ferry. This measure forms part of the update of the European passenger rights framework, introduced to respond to growing mobility and strengthen consumer protection throughout the Single Market.

The rules must now receive the formal approval of the Council of the European Union before their publication in the Official Journal of the European Union, and their application is expected from 23 October 2027.

Source of information: [European Parliament](#).