

Information release

ECC-Net is calling for a review of the European Regulation to strengthen the rights of rail passengers

The ECC-Net network has published a report setting out various proposals to improve rail passengers' rights.

Madrid, 02 June 2026 – Whilst [Regulation \(EU\) 2021/782](#) represented a significant step forward in the protection of rail passengers, ECC-Net warns that obstacles still remain when multiple tickets are involved for the same journey. It also highlights the complexity of making a claim and the differences between EU countries when it comes to applying the rules on passenger rights.

In this context, the European Consumer Centres Network (ECC-Net) is calling on the European institutions to provide greater protection for rail passengers, regardless of the number of companies operating on the route or the number of tickets issued.

The forthcoming review of European legislation should therefore focus on ensuring clearer, more effective and easier-to-exercise rights in any Member State. Among the main demands made by ECC-Net are ensuring the continuity of the journey to the final destination, providing transport alternatives in the event of disruptions, strengthening assistance for affected passengers, establishing adequate compensation and simplifying cross-border complaint procedures.

Furthermore, the Network considers it necessary to improve protection for people with disabilities or reduced mobility, ensuring that they can travel on an equal basis and receive the necessary assistance in the event of incidents.

It also points out that strengthening the rights of rail passengers does not constitute an obstacle to sustainable mobility, but rather an essential condition for promoting it. Furthermore, passengers' confidence in rail travel will depend, to a large extent, on their having effective protection when a journey does not go as planned.

>> Further information: [ECC-Net Position Paper](#).