

Information note

ECC-Net's Analysis of the Passenger Mobility Package

The new rules could further improve passenger rights in all modes of transport.

Madrid. April 22, 2024. The European Commission has recently unveiled its ambitious plans aimed at enhancing passenger rights and information for travelers. In response to the unveiling of the Passenger Mobility Package, the European Consumer Centres Network (ECCNet) has conducted a thorough examination of the proposed measures. While ECCNet appreciates the Commission's efforts to bolster passenger rights and provide improved information, ECCNet believes there are several areas within the package that require further refinement, including airline requirements, luggage issues, ambiguous definitions, transparency for travelers, and the role of national enforcement bodies.

Understanding the Passenger Mobility Package

The Passenger Mobility Package encompasses a series of proposals designed to address various critical aspects of the passenger experience. These include strengthening rights enforcement, facilitating smoother journeys and transitions between different modes of transportation, and providing enhanced support for individuals with disabilities or reduced mobility.

ECCNet's Recommendations for Improvement

Drawing upon our extensive experience advising passengers over the past two decades, ECCNet has identified key recommendations aimed at enhancing passenger rights and information within the EU. Here are three of our top recommendations:

- **Modernizing Regulations:** ECC-Net advocates for the modernization of existing regulations rather than mere amendments. Simplifying the current air passenger rights regulation is crucial to ensuring consumers better understand their rights and minimizing disputes arising from differing interpretations of the regulations. Additionally, a modernized version of the regulations should encompass emerging issues.
- **Transparency from Intermediaries:** ECC-Net has observed a surge in complaints regarding intermediaries, particularly exacerbated by widespread travel cancellations during the COVID-19 pandemic. We urge measures to mandate transparent pricing and comprehensive information from intermediaries to alleviate consumer concerns.
- **Harmonizing Luggage Standards:** The significant variance in cabin baggage policies among EU airlines complicates ticket price comparisons for consumers. Incorporating the Court of Justice's ruling on hand baggage would ensure uniformity and adherence to standards across airlines.

ECCNet's Position Paper

For further details, please refer to our latest position paper titled '[Passenger Mobility Package: A feedback from the ECCNet](#).' This document outlines specific issues that necessitate attention to establish adequate consumer protections. As the proposals progress through the legislative process, ECC-Net's feedback stands poised to inform policymakers and contribute to the development of clear communication channels, accessible support, and consistent enforcement across all transport modes.

For More Information

Explore additional background information in our news article on the [European Commission's proposals to improve rights for travelers](#) or visit the European Commission's website for details on the [Passenger Mobility Package](#).



#UseYourVote
European elections
6-9 June 2024

Further information:

>>> elections.europa.eu/es

>>> together.europarl.europa.eu/es