



REGULATION (EU) No 181/2011 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
of 16 February 2011
concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No
2006/2004
(Text with EEA relevance)



GENERAL PROVISIONS

Subject matter



Scope

Definitions

Tickets and non-discriminatory contract conditions

RIGHTS OF DISABLED PERSONS AND PERSONS WITH
REDUCED MOBILITY

Right to transport

Exceptions and special conditions



Designation of terminals

Right to assistance at designated terminals and on board
buses and coaches

Transmission of information to a third party

Conditions under which assistance is provided

Training



Compensation in respect of wheelchairs and other mobility equipment

Exemptions

Information

PASSENGER RIGHTS IN THE EVENT OF CANCELLATION OR DELAY

Continuation, re-routing and reimbursement

Assistance in case of cancelled or delayed departures

Further claims

Exemptions



FINAL PROVISIONS

Report

Report on enforcement

Amendment to Regulation (EC) No 2006/2004

Cooperation between enforcement bodies

Entry into force

Penalties





ASSISTANCE PROVIDED TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Assistance at designated terminals

Assistance on board



DISABILITY-RELATED TRAINING

Disability-awareness training

Disability-assistance training

