

Overcoming the booking and travelling obstacles to journeys across Europe

The EU wants to make it easier to combine different operators or types of transport. It plans to create a law that requires transport companies and online platforms to interoperate*. BEUC supports this idea as it can promote sustainable options like train travel. To be successful, the law should make it convenient to plan and book a journey in one place.



@BEUC

If you're not a rail geek, you will not find the right information, schedule, price or simply know what to take or how to combine the train and the bus.

The obstacles

Searching



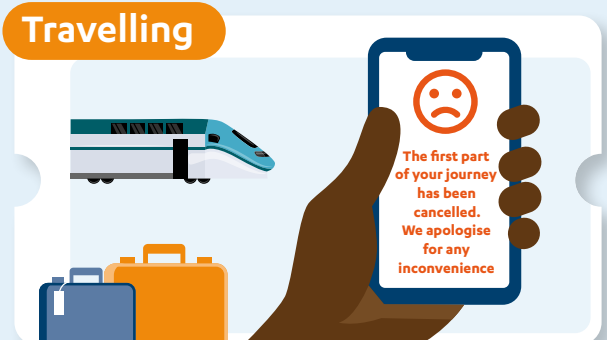
Comparing



Booking



Travelling



Recommendations to policymakers

- **Push for better search results:** Rail companies should give booking platforms access to all necessary information about full fares, timetables, luggage and bike storage.
- **Allow easy comparison:** Platforms must display information in a neutral and comprehensive way.
- **Make travel hassle-free:** Travellers need real-time updates. This requires traffic information to be shared at no cost between platforms and infrastructure, station, and train operators.
- **Give multimodal travellers essential passenger rights:** People combining operators or transport modes in one booking should get care, assistance and re-routing in case of disruption, and compensation irrespective of where a ticket was booked.
- **Inform people about their rights:** Platforms must do so before the booking process and proactively once a travel disruption occurs.
- **Avoid surprise fees:** Transparency about any service or other fee should help to avoid bad surprises about a ticket's total price.