

PASSENGER PACKAGE

Key points for consumers

Why it matters to consumers

Although consumers want to move around more sustainably, planning a multimodal or long-distance journey is still an obstacle course, due to difficulties in finding and booking tickets, poor information on connections or lack of passenger rights for those who use several transport modes or travel with different operators. The European Commission's Passenger Package can be the ticket to more sustainable travel. This paper summarises BEUC's position on the "Passenger Package" proposed by the [European Commission](#) on 13 May 2026.

Read
our position paper



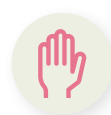
The table assesses the proposals with the following symbols, illustrating:



what BEUC supports



what can be improved



what BEUC considers problematic

COMMISSION PROPOSAL

BEUC POSITION

Overall ambition of the Passenger Package



The Passenger Package addresses key market barriers for consumers to find, compare, and book multimodal tickets. Strong provisions on the rail market are welcome to incentivise more sustainable travel.

Full rail passenger rights guaranteed in case of a purchase of a single ticket combining different rail operators



Consumers need reassurance that they will be assisted if their cross-border rail travel is disrupted. Assistance, care, re-routing, hosting, reimbursement and compensation are crucial to harmonise passenger rights with air travel. However, these rights should apply for tickets bought in several transactions (see below).

Definition of a "single ticket", purchased in a single transaction, as the precondition for the application of rail passenger rights



In practice, this definition risks being too restrictive for consumers looking to combine different rail operators while getting the best price. BEUC recommends changing it to allow full rail passenger rights as long as minimum connecting times are respected, regardless of the number of transactions with which a trip is purchased.

Harmonisation of booking horizons (five months) for rail tickets across Europe



Promoting the harmonisation of booking horizons for rail tickets in Europe is a good idea. In practice, however, the co-legislators should raise the ambition of this provision and make sure that consumers can still book tickets in different transactions. This is to account for market realities where booking horizons may not be fully harmonised, and consumers may need to book part of their trip as soon as it is on sale to get the best price.

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Minimum connecting times to be guaranteed when selling rail tickets



Minimum connecting times should correspond to real situations in stations or connecting hubs and are applied in good faith by ticket vendors and rail operators.

National exemptions for the application of rail passenger rights are maintained



A large majority of Member States still apply exemptions to rail passenger rights, which puts the correct implementation of the Package at risk, especially for consumers travelling in countries on an occasional basis.

Data sharing obligation for rail operators and obligation for dominant rail ticket platforms to display or resell tickets of rail operators upon request



These provisions are a precondition for the correct implementation of the Package. Consumers must be able to see rail options on any platform, and dominant ones should at least display all available options to increase their visibility and competition between operators.

Fair, reasonable and non-discriminatory (FRAND) conditions for the distribution of rail tickets / Enforcement and complaints handling for tickets resale



FRAND conditions are the backbone of commercial agreements between operators and ticket vendors. Co-legislators should ensure these work in practice and can help resolve conflicts in a timely manner.

Neutral display of multimodal offers on ticket platforms



The neutral display of multimodal offers is crucial to ensure consumers have access to travel information in an unbiased manner.

Data sharing provisions for operators of transport modes other than rail



The Package does not mandate data sharing for transport modes other than rail. This is a missed opportunity to make multimodal travel more visible and convenient. With multimodal passenger rights still missing the mark, data sharing is a minimum obligation to be respected to promote multimodal travel.

Display and ranking of multimodal offers based on sustainability criteria



Ranking travel options based on sustainability criteria is important. However, transport operators are not mandated to share this data. Should emissions data not be available for a mode, EU averages should apply so as not to put rail offers at the bottom of a ranking, as foreseen by the proposal.

Liability mechanisms and data sharing obligation for multimodal travel



Liability mechanisms between transport operators and ticket vendors/ platforms should be coherent across the texts of the Package. BEUC supports clear data sharing obligations for all transport operators. In return, platforms should be accountable for the fair display of offers, preventing unfair practices vis-à-vis consumers.