



EUROPEAN PARLIAMENT

2009 - 2014

---

*Committee on Transport and Tourism*

---

**2012/2067(INI)**

4.6.2012

# **AMENDMENTS**

## **1 - 234**

**Draft report**  
**Georges Bach**  
(PE489.540v01-00)

on passenger rights in all transport modes  
(2012/2067(INI))

AM\906110EN.doc

PE492.578v01-00

**EN**

*United in diversity*

**EN**

AM\_Com\_NonLegReport

**1**

**Phil Bennion**

**Motion for a resolution**

**Citation 1 a (new)**

*Motion for a resolution*

*Amendment*

**- Having regard to Title IV of the Treaty  
on the Functioning of the European  
Union on free movement of persons**

Or. en

**Amendment 2**

**Vilja Savisaar-Toomast**

**Motion for a resolution**

**Citation 1 a (new)**

*Motion for a resolution*

*Amendment*

**- Having regard to Title IV of the Treaty  
on the Functioning of the European  
Union on free movement of persons**

Or. en

**Amendment 3**

**Vilja Savisaar-Toomast**

**Motion for a resolution**

**Citation 1 b (new)**

*Motion for a resolution*

*Amendment*

**- Having regard to the United Nations  
Convention on the Rights of Persons with  
disabilities**

Or. en

**Amendment 4**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Citation 4 a (new)**

*Motion for a resolution*

*Amendment*

*– having regard to Title IV of Part Three of the Treaty on the Functioning of the European Union (TFEU), concerning the free movement of persons,*

Or. de

**Amendment 5**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Citation 4 b (new)**

*Motion for a resolution*

*Amendment*

*– having regard to the United Nations Convention on the Rights of Persons with Disabilities,*

Or. de

**Amendment 6**  
**Olga Sehnalová**

**Motion for a resolution**  
**Citation 6 a (new)**

*Motion for a resolution*

*Amendment*

*- having regard to the United Nations Convention on the Rights of Persons with disabilities;*

Or. en

**Amendment 7**  
**Ádám Kósa**

**Motion for a resolution**  
**Citation 6 a (new)**

*Motion for a resolution*

*Amendment*

**- having regard to the report of the Committee on Employment and Social Affairs on mobility and inclusion of people with disabilities and to the European Disability Strategy 2010-2020 (A7-0263/2011),**

Or. hu

**Amendment 8**  
**Keith Taylor**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

*Amendment*

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by carriers and national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by carriers and national authorities; whereas ***the existing regulations fail to provide clarity on the passenger rights and the responsibilities of service providers and therefore require revision***; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

Or. en

**Amendment 9**  
**Dominique Riquet**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas, however, some of these rights are still not being applied **and enforced** completely or properly by carriers **and** national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

*Amendment*

B. whereas, however, some of these rights are still not being applied completely or properly by carriers, **or monitored in a harmonised way by** national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

Or. fr

**Amendment 10**  
**Georges Bach**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by carriers and national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

*Amendment*

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by **all** carriers and national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to **lodge and** enforce;

Or. de

**Amendment 11**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by carriers and national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

*Amendment*

B. whereas, however, some of these rights are still not being applied and enforced completely or properly by **some** carriers and national authorities; whereas, in addition, passengers are not well informed about their rights and the quality of service that they are entitled to expect, and their legal claims are often difficult to enforce;

Or. de

**Amendment 12**  
**Jim Higgins**

**Motion for a resolution**  
**Recital D a (new)**

*Motion for a resolution*

*Amendment*

***D a. Whereas as care needs to be taken to avoid too much bureaucracy for smaller bus operators in rural areas, who often provide a valuable community service, in isolated areas,***

Or. en

**Amendment 13**  
**Jim Higgins**

**Motion for a resolution**  
**Recital D b (new)**

*Motion for a resolution*

*Amendment*

***D b. Whereas it is essential to balance the needs for passenger rights on rural bus services and at the same time ensure the burden is not so heavy so as to make such services unviable into the future;***

**Amendment 14**  
**Jim Higgins, Carlo Fidanza**

**Motion for a resolution**  
**Recital D c (new)**

*Motion for a resolution*

*Amendment*

***D c. Whereas as there is still an ongoing problem with price transparency for consumers booking tickets on the internet,***

Or. en

**Amendment 15**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 1 a (new)**

*Motion for a resolution*

*Amendment*

***1a. Emphasises that air passengers have not only rights but also responsibilities, and that meeting these helps ensure everything runs safely and smoothly for them and other travellers before, during and after the journey;***

Or. de

**Amendment 16**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

*Amendment*

2. Is of the opinion that the common

2. Is of the opinion that the common



criteria (non-discrimination, fulfilment of the transport contract, exact and accessible information in good time, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

criteria (non-discrimination, *equal treatment, physical and ICT accessibility, the requirements of ‘design for all’*, fulfilment of the transport contract, exact and accessible information in good time, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

Or. hu

**Amendment 17**  
**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of the transport contract, exact and accessible information in good time, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

*Amendment*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of the transport contract, exact and accessible information *given* in good time *before, during and after travel*, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

Or. en

**Amendment 18**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of

*Amendment*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of

the transport contract, exact and accessible information in good time, *and* appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

the transport contract, exact and accessible information in good time, appropriate assistance without delay in the event of problems *and possible compensation*), together with the ten specific passenger rights listed in the Commission communication, form a core of rights cutting across modes;

Or. en

### **Amendment 19**

**Dominique Vlasto, Christine de Veyrac, Carlo Fidanza**

#### **Motion for a resolution**

##### **Paragraph 2**

###### *Motion for a resolution*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of the transport contract, exact and accessible information in good time, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, *form a core of* rights cutting across modes;

###### *Amendment*

2. Is of the opinion that the common criteria (non-discrimination, fulfilment of the transport contract, exact and accessible information in good time, and appropriate assistance without delay in the event of problems), together with the ten specific passenger rights listed in the Commission communication, *correspond to the main* rights cutting across modes *and form a solid basis for establishing a legally enforceable charter on passenger rights*;

Or. fr

### **Amendment 20**

**Olga Sehnalová**

#### **Motion for a resolution**

##### **Paragraph 2 a (new)**

###### *Motion for a resolution*

###### *Amendment*

*2 a. Notes that the precondition to safety and security, including both the technical safety of the transport equipment and the*

*physical safety of passengers has to remain the prerogative;*

Or. en

**Amendment 21**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 2 a (new)**

*Motion for a resolution*

*Amendment*

*2 a. Points to the need for the forthcoming initiatives of the European Commission concerning passenger rights to tackle what is missing between the fragmented existing Regulations: a seamless travel chain for all passengers across all modes of transport. In the upcoming reviews of the EU passenger rights rules (in air, rail, waterborne and road transport), the improved convergence between the four legislations should be considered as a priority and amendments made accordingly;*

Or. en

**Amendment 22**  
**Hubert Pirker**

**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

*Amendment*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport

have not yet entered into force;

have not yet entered into force, ***although it must be the declared aim in the long term;***

Or. de

### **Amendment 23**

**Ádám Kósa**

#### **Motion for a resolution**

##### **Paragraph 3**

###### *Motion for a resolution*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights ***as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force;***

###### *Amendment*

3. Is aware that there are structural differences within individual transport modes and that ***therefore work must start as soon as possible on drawing up*** a single cross-cutting regulation on passenger rights ***which will enable all European citizens equally to exercise their right to transport;***

Or. hu

### **Amendment 24**

**Keith Taylor**

#### **Motion for a resolution**

##### **Paragraph 3**

###### *Motion for a resolution*

3. Is aware that there are structural differences within individual transport modes and that ***a*** single cross-cutting regulation on passenger rights as a whole ***cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force;***

###### *Amendment*

3. Is aware that there are structural differences within individual transport modes and that ***any*** single cross-cutting regulation on passenger rights as a whole ***must recognise this; the Commission should seek to encourage fair competition between different transport modes of similar levels and service;***

Or. en

**Amendment 25**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, ***because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force;***

*Amendment*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present ; ***considers that the proposed charter of basic rights would be appropriate to deal with these structural differences ;***

Or. en

**Amendment 26**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force;

*Amendment*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force; ***believes, however, that a holistic approach is needed, so as to integrate all passenger rights – inter alia to compensation, reimbursement and information – into a common legislative framework;***

Or. fr

**Amendment 27**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force;

*Amendment*

3. Is aware that there are structural differences within individual transport modes and that a single cross-cutting regulation on passenger rights as a whole cannot be drawn up at present, because the regulations on passenger rights in waterborne and bus and coach transport have not yet entered into force; ***considers, however, that it is important to establish models which can be used as a benchmark;***

Or. it

**Amendment 28**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 3 a (new)**

*Motion for a resolution*

***3 a. Calls on the Commission to carefully review and oversee the implementation of comprehensive regulations which avoid ambiguities and misunderstandings relating to passenger rights and responsibilities of service providers;***

Or. en

**Amendment 29**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which should not serve either to standardise the laws or to water down passenger rights;

*Amendment*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which should not serve either to standardise the laws or to water down passenger rights, **and which should recognise the differing requirements of each mode as well as aspects common to all**;

Or. en

**Amendment 30**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which **should** not serve either to standardise the laws or to water down passenger rights;

*Amendment*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which **shall** not serve either to standardise the laws or to water down passenger rights;

Or. en

**Amendment 31**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which should not **serve**

*Amendment*

4. Therefore calls on the Commission, at this stage, to draw up guidelines on the application and implementation of rights in all transport modes, which should not

*either to standardise the laws or to* water  
down passenger rights;

water down passenger rights;

Or. it

**Amendment 32**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 4 a (new)**

*Motion for a resolution*

*Amendment*

***4 a. Recommends to the Commission to prepare a Common Frame of Reference (CFR) for passenger law, containing principles, definitions and model rules of passenger law for all modes of transport in order to form a basis for the further consolidation of passenger law. The Passenger-CFR should thereby follow the example of the CFR on European contract law;***

Or. en

**Amendment 33**  
**Hubert Pirker**

**Motion for a resolution**  
**Paragraph 4 a (new)**

*Motion for a resolution*

*Amendment*

***4a. Takes the view that passengers' rights and passenger service must be adapted to changes in patterns of travel, and draws particular attention, in that regard, to new challenges that intermodal travel and the associated information and reservation systems pose for passengers and for travel companies; underscores the need to adapt travellers' rights and operators' obligations inter alia in the field of***



*package travel<sup>1</sup> to reflect the status quo, and calls on the Commission speedily to bring forward a revised proposal to remedy, as a matter of priority, current shortcomings with regard to the scope of the rules, the online sale of travel packages and abusive clauses in contracts;*

---

<sup>1</sup> *Council Directive of 13 June 1990 on package travel, package holidays and package tours, (90/314/EEC)*

Or. de

**Amendment 34**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 4 a (new)**

*Motion for a resolution*

*Amendment*

*4 a. Stresses the importance for the European Union to continue addressing passenger rights in bilateral and international agreements for all modes of transport, to improve passenger protection beyond EU borders ;*

Or. en

**Amendment 35**  
**Dominique Riquet**

**Motion for a resolution**  
**Paragraph 4 a – under subheading Information**

*Motion for a resolution*

*Amendment*

*4a. Calls for the list of rights common to all modes to be circulated widely, in a concise form and in all official languages*

**Amendment 36**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and **agencies** be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content);

*Amendment*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and **national enforcement bodies** be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content);

**Amendment 37**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and agencies be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content);

*Amendment*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and agencies be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content); **likewise, considers it important to involve passengers by setting up offices where**

*they can send suggestions and proposals;*

Or. it

**Amendment 38**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and agencies be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content);

*Amendment*

5. Welcomes the Commission's decision to continue its information campaign on passenger rights until 2014; recommends that national consumer protection authorities and agencies be involved in the campaign, since they can do a great deal to educate passengers about their rights (for instance by producing literature for travel agencies or web content); ***maintains meanwhile that key information including passenger rights and eventually operator performance reviews should be accessible from the same source, to facilitate passenger enquiries;***

Or. en

**Amendment 39**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 5 b (new)**

*Motion for a resolution*

***5 b. Invites public authorities, national consumer protection agencies, and organizations representing all passengers to launch similar campaigns;***

Or. en

**Amendment 40**  
**Dominique Riquet**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

*6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;*

*Amendment*

*6. Points out that a trip is a contract between the service provider and the consumer that can take various forms, and that the consumer should therefore know all the details of this contract at the point when the contract is drawn up and any subsequent changes should be made known to those involved in a timely manner; considers that this contract should contain information on relevant aspects of the trip, and on the passenger's rights in case of problems;*

Or. fr

**Amendment 41**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers *and other service providers concerned* to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. en

**Amendment 42**

**Christine de Veyrac, Dominique Vlasto, Carlo Fidanza, Jim Higgins**

**Motion for a resolution**

**Paragraph 6**

*Motion for a resolution*

6. Calls on *carriers* to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on *all transport operators* to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. fr

**Amendment 43**

**Vilja Savisaar-Toomast**

**Motion for a resolution**

**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully, *particularly in case of cross-border travels*; considers that information must be provided in time, *in different formats*, and be readily understandable, exact, *accessible* and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip; *therefore asks the Commission to recommend the national authority to draw up training courses for staff who provide the consumers with adequate and concrete information*;

Or. en

**Amendment 44**  
**Ismail Ertug**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully, ***especially those making cross-border trips***; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. de

**Amendment 45**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully, ***particularly in case of cross-border travels***; considers that information must be provided in time, ***in different formats***, and be readily understandable, exact, ***accessible*** and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. en

**Amendment 46**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, *exact*, and *complete*, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, *accurate*, *simple*, *neutral*, *complete* and *easily accessible*, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip, *having the possibility to choose from all the EU official languages*;

Or. en

**Amendment 47**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, *accessible to everyone*, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. hu

**Amendment 48**  
**Michel Dantin, Dominique Vlasto, Christine de Veyrac, Jim Higgins**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, **and** complete, and **that, as regards possible travel problems**, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, complete and **accessible to all** passengers, **who** must be made aware of their rights **as regards possible travel problems** at the outset, when they book a trip;

Or. fr

**Amendment 49**  
**Juozas Imbrasas**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in **five languages (English, German, French, Italian, and the national language)** in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. It

**Amendment 50**  
**Carlo Fidanza**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts

*Amendment*

6. Calls on carriers to make greater efforts



to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

to inform passengers more fully; considers that information must be provided in time, ***in different formats***, and be readily understandable, exact, ***accessible*** and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. en

**Amendment 51**  
**Marian-Jean Marinescu**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable ***and easy to access***, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

Or. en

**Amendment 52**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, ***as regards possible travel problems***, passengers must be made

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that passengers must, ***on request***, be made aware of their rights at

aware of their rights at the outset, when they book a trip;

the outset, when they book a trip; ***this can be achieved by informing them of, for example, relevant websites, postal addresses or smartphone applications or providing them with information or complaint forms;***

Or. de

**Amendment 53**  
**Giommara Uggias**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip; ***to that end, calls on the Commission to recommend that the national authorities organise professional training courses for specialist staff, who should provide consumers with appropriate, true information;***

Or. it

**Amendment 54**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time

*Amendment*

6. Calls on carriers to make greater efforts to inform passengers more fully; considers that information must be provided in time

and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip;

and be readily understandable, exact, and complete, and that, as regards possible travel problems, passengers must be made aware of their rights at the outset, when they book a trip; ***calls, moreover, for passengers to be informed of their rights in the same way that they are informed of their obligations;***

Or. it

**Amendment 55**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

***6a. Considers that such information must be distributed with the help of new technologies in formats that are also accessible to people with disabilities or reduced mobility;***

Or. de

**Amendment 56**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

***6 a. Stresses that the rights and obligations of passengers and of other relevant stakeholders (e.g.: transport operators, infrastructure managers, persons accompanying disabled passengers), as well as all pre-journey travel information (including websites), reservation systems, real-time travel information and on-line services, must be***

*provided to passengers in accessible formats for persons with disabilities or reduced mobility;*

Or. en

**Amendment 57**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

*6 a. Calls on carriers to provide information about passenger rights on the travel ticket, especially the contacts for help and assistance;*

Or. en

**Amendment 58**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

*6 a. In case of through ticketing, clear information should be given on liability of the carriers, in the event of damage to baggage during the journey, on differentiated baggage allowances, compensation for delays and rules between carriers as well as on adequate rerouting in case of travel disruption and missed connections, including intermodal rerouting ;*

Or. en

## **Amendment 59**

**Ádám Kósa**

### **Motion for a resolution**

#### **Paragraph 7**

##### *Motion for a resolution*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks);

##### *Amendment*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks, ***video-based sign language services and text-based services to ensure the inclusion of deaf, hard-of-hearing and speech-disabled users***);

Or. hu

## **Amendment 60**

**Silvia-Adriana Țicău**

### **Motion for a resolution**

#### **Paragraph 7**

##### *Motion for a resolution*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks);

##### *Amendment*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks); ***calls on the public authorities, consumer protection bodies and organisations representing the interests of all passengers to launch similar initiatives***;

**Amendment 61**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks);

*Amendment*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks); ***furthermore invites the Commission to always take into consideration the condition of elderly people who are not always, when travelling, equipped with modern technology;***

**Amendment 62**  
**Giommaria Uggias**

**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use

*Amendment*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use

of similar modern technologies (including SMS and the use of social networks);

of similar modern technologies (including SMS and the use of social networks); ***calls on the Commission, however, always to take due account of the fact that elderly people, when travelling, do not always have access to modern technologies;***

Or. it

**Amendment 63**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks);

*Amendment*

7. Welcomes the Commission's new smartphone application, which provides information about passenger rights in several languages and in a format accessible to passengers with disabilities; calls on the Member States and carriers to press ahead with the development and use of similar modern technologies (including SMS and the use of social networks); ***takes the view, moreover, that consideration should be given to making the internet available free of charge in airports, stations and other major departure points, to enable the service to be used more fully;***

Or. it

**Amendment 64**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 7 bis (new)**

*Motion for a resolution*

*Amendment*

***7a. Urges the Commission to promote the***

*use of new technologies for all modes of transport, to be applied to the issuing of boarding cards that can be retained, are valid and can be shown through electronic devices, in order to speed up boarding procedures and make travel more environmentally sustainable;*

Or. it

#### **Amendment 65**

**Ádám Kósa**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

###### *Amendment*

8. Recommends that adequately staffed info points and help desks ***which are physically and ICT-accessible*** be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

Or. hu

#### **Amendment 66**

**Keith Taylor**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers ***and*** the operators of the above facilities provide more

###### *Amendment*

8. Recommends that adequately staffed info points and help desks be set up at ***visible and centrally located*** places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers, the operators ***and other***



comprehensive assistance to passengers *in the event of massive travel disruption*;

*service providers* of the above facilities provide more comprehensive assistance to passengers;

Or. en

**Amendment 67**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that *adequately staffed* info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*Amendment*

8. Recommends that info points and help desks, *whose staff is sufficient and adequately trained to respond to persons with reduced mobility needs*, be set up at places of departure and arrival (airports, railway stations, bus terminals *designated in accordance with article 12 of Regulation 181/2011*, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, *including* in the event of massive travel disruption; *in small and unstaffed railway and bus stations, some alternative solutions, such as an information phone number or web-page, should be made available.*

Or. en

**Amendment 68**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that *adequately staffed* info points and help desks be set up at places of departure and arrival (airports,

*Amendment*

8. Recommends that info points and help desks, *whose staff is sufficient and adequately trained to respond to persons*

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*with reduced mobility needs*, be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, **including** in the event of massive travel disruption;

Or. en

**Amendment 69**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that *adequately staffed* info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*Amendment*

8. Recommends that info points and help desks, *whose staff is sufficient and adequately trained to respond to persons with reduced mobility needs*, be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, **including** in the event of massive travel disruption;

Or. en

**Amendment 70**  
**Silvia-Adriana Țicău**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports,

*Amendment*

8. Recommends that adequately staffed info points and help desks, *which are also well equipped to meet the needs of persons*

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*with reduced mobility* be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, *for example* in the event of massive travel disruption;

Or. ro

#### **Amendment 71**

**Phil Bennion**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

###### *Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, *including* in the event of massive travel disruption;

Or. en

#### **Amendment 72**

**Juozas Imbrasas**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports,

###### *Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports,

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of **individual or** massive travel disruption;

Or. It

### **Amendment 73**

**Michel Dantin, Dominique Vlasto, Christine de Veyrac**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

###### *Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals **designated under Article 12 of Regulation 181/2011**, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers, **particularly** in the event of massive travel disruption;

Or. fr

### **Amendment 74**

**Ismail Ertug**

#### **Motion for a resolution**

##### **Paragraph 8**

###### *Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more

###### *Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more

comprehensive assistance to passengers in the event of massive travel disruption;

comprehensive assistance to passengers, *especially those with children and people with disabilities or reduced mobility*, in the event of massive travel disruption;

Or. de

**Amendment 75**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities *employ properly trained personnel to* provide more comprehensive assistance to passengers in the event of massive travel disruption;

Or. de

**Amendment 76**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities *with whom complaints can be lodged and who can take immediate decisions* provide more comprehensive assistance to passengers in

the event of massive travel disruption, *in particular with regard to assistance, reimbursement, rerouting, rebooking, and lost or delayed baggage,*

Or. fr

**Amendment 77**  
**Carlo Fidanza**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends *that adequately staffed* info points and help desks be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

*Amendment*

8. Recommends info points and help desks, *whose staff is sufficient and adequately trained to respond to persons with reduced mobility needs,* be set up at places of departure and arrival (airports, railway stations, bus terminals, and ports), *giving correct and clear information accessible to all consumers – irrespective of their abilities - about their services in at least one relevant foreign language besides those required by law,* and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

Or. en

**Amendment 78**  
**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports,

*Amendment*

8. Recommends that adequately staffed info points and help desks be set up at places of departure and arrival (airports,

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption;

railway stations, bus terminals, and ports) and that both carriers and the operators of the above facilities provide more comprehensive assistance to passengers in the event of massive travel disruption ***bearing in mind special situation in case of small stations etc., places of departure and arrival where alternative way of assistance should be given where key measure should be financial aspect;***

Or. en

**Amendment 79**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 8 a (new)**

*Motion for a resolution*

*Amendment*

***8a. Recommends that the Commission include in its list of passenger rights the right to a minimum quality services standard on the part of carriers, and that it set out a clear definition of such a standard;***

Or. de

**Amendment 80**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 8 a (new)**

*Motion for a resolution*

*Amendment*

***8a. Takes the view that all transport companies must provide accessible, effective telephone assistance for all passengers once a trip has been booked; this assistance must provide information and alternative proposals in the event of***

*disruption and, in the case of air, maritime and rail transport, should in no circumstances exceed the cost of a local call;*

Or. fr

**Amendment 81**  
**Ramon Tremosa i Balcells**

**Motion for a resolution**  
**Paragraph 8 a (new)**

*Motion for a resolution*

*Amendment*

**8 a. Believes that passengers should be adequately informed when buying tickets in overbooking.**

Or. en

**Amendment 82**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

*Amendment*

9. Calls on the Commission to extend the obligation to report on the standard of service, which already applies to railway undertakings, so as to cover carriage by other modes; is of the opinion that published comparative data could help to guide passengers and be used by carriers for advertising purposes;

9. Calls on the Commission to extend the obligation to report on the standard of service, which already applies to railway undertakings, so as to cover carriage by other modes, **taking account of their respective specificities**; is of the opinion that published comparative data could help to guide passengers and be used by carriers for advertising purposes;

Or. de



**Amendment 83**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 9 a (new)**

*Motion for a resolution*

*Amendment*

***9a. Calls on the Commission to update all sources of information (Commission's website, DG TREN's website, documents, brochures) concerning passenger rights in the different transport modes, taking account of the latest legal decisions, particularly by the European Court of Justice;***

Or. fr

**Amendment 84**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 9 b (new)**

*Motion for a resolution*

*Amendment*

***9b. Calls on carriers and tour operators to make greater efforts to inform passengers more fully; considers that this information must be provided in time and be readily understandable, exact, complete and easily accessible by all in the language used for booking the ticket and throughout key stages of the journey, starting from when the passenger is considering whether to book a ticket;***

Or. fr

**Amendment 85**  
**Saïd El Khadraoui**

**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls **for a European data bank to be set up to enable information to be exchanged** on infringements of passenger rights and ways of dealing with **them**; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps;

*Amendment*

10. Calls **on the Commission to oblige the Member States to gather statistical data** on infringements of passenger rights and ways of dealing with **all complaints, and on the number of delays, the length of these delays and data on lost, delayed or damaged baggage**; **calls on the Commission to analyse these statistical data from the Member States, to publish the results and to set up a data bank for the exchange of information**; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps;

Or. nl

**Amendment 86**  
**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls for a European data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps;

*Amendment*

10. Calls for a European **Electronic Information Platform where all passengers rights should be actually published and as well** data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps;

Or. en

**Amendment 87**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls for a European data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the ***national*** enforcement bodies, to take the necessary steps;

*Amendment*

10. Calls for a European data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the ***independent*** enforcement bodies, to take the necessary steps;

Or. en

**Amendment 88**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls for a European data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps;

*Amendment*

10. Calls for a European data bank to be set up to enable information to be exchanged on infringements of passenger rights and ways of dealing with them; calls on the Commission, in cooperation with the Member States and the national enforcement bodies, to take the necessary steps; ***calls the Commission to install a system of sanctions in the event of clear infringements of European Law;***

Or. en

**Amendment 89**  
**Georgios Koumoutsakos, Konstantinos Poupakis**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

*Amendment*

11. Calls on the Commission to ***extend its monitoring activity to the websites of companies and transport service providers***, to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

Or. el

**Amendment 90**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, ***and*** to ensure that the ***headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;***

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, to ensure that ***non-optional operational costs are included in fares and that genuinely optional items are published and bookable with all necessary information in the format and channel used to publish the fare, notably in computerised reservation systems regulated by Regulation 80/2009/EC; calls the Commission to establish a system of infringement***

*proceedings in the event of proven violations of European regulations on price transparency;*

Or. en

**Amendment 91**

**Dominique Vlasto, Christine de Veyrac, Michel Dantin, Jim Higgins**

**Motion for a resolution**

**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price *corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;*

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price *reflects the final price as accurately as possible, by specifically including operating costs, taxes and administrative fees, as well as certain ancillary service costs such as charges for payment by credit card or handling charges;*

Or. fr

**Amendment 92**

**Silvia-Adriana Țicău**

**Motion for a resolution**

**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and

that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made **and that all non optional operational costs are included in the tariffs and indicated/distributed with the required information;**

Or. ro

**Amendment 93**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current **law** on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with **Directive** 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price **and that no** unreasonable extra costs (**e.g. handling charges or a charge for payment by credit card**) are added just before a purchase is made;

*Amendment*

11. Calls on the Commission to enable the current **legislation** on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with **Directives** 2011/83/EC and **2005/29/EC**, to ensure that the headline price corresponds exactly to the final price **without** unreasonable extra costs **and that unfair contract terms do not proliferate in the transport sector;**

Or. en

**Amendment 94**  
**Ramon Tremosa i Balcells**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in

accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no *unreasonable* extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

Or. en

**Amendment 95**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no *unreasonable* extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

Or. en

**Amendment 96**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in

accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no *unreasonable* extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

Or. en

**Amendment 97**  
**Giommara Uggias**

**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made; ***calls on the Commission to introduce a system of penalties to be applied should it be established that EU law on price transparency has been infringed;***

Or. it

**Amendment 98**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 11**



*Motion for a resolution*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made;

*Amendment*

11. Calls on the Commission to enable the current law on price transparency and unfair commercial practices to be implemented and enforced effectively, in accordance with Directive 2011/83/EC, and to ensure that the headline price corresponds exactly to the final price and that no unreasonable extra costs (e.g. handling charges or a charge for payment by credit card) are added just before a purchase is made; ***considers, furthermore, that the websites of many transport companies are still rather unclear and can mislead consumers when they are booking tickets;***

Or. it

**Amendment 99**

**Silvia-Adriana Țicău**

**Motion for a resolution  
Paragraph 11 a (new)**

*Motion for a resolution*

*Amendment*

***11a. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part and that they must use all the tickets for a journey in consecutive order;***

Or. ro

**Amendment 100**

**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 11 a (new)**

*Motion for a resolution*

*Amendment*

***11 a. Calls on the Commission to ensure that price discrimination against passengers on the basis of their country of residence is more thoroughly investigated and, where identified, fully eliminated;***

Or. en

**Amendment 101**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 11 a (new)**

*Motion for a resolution*

*Amendment*

***11 a. Calls on the Commission to strengthen legislation on price transparency, stresses that a maximal price transparency shall enable consumers to compare the final price of travel, including fees for ancillary services, to make bookings of such services across all sales channels and to clearly recognize the difference between non-optional operational costs included in fares and bookable optional items;***

Or. en

**Amendment 102**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 11 a (new)**

*Motion for a resolution*

*Amendment*

***11 a. Calls the Commission to ensure that***

*ticketing and transparent pricing would be available to everybody on non-discriminational bases independent to the location or nationality of the consumers or travel-agency. Asks the Commission to work out common rules to regulate over-booking and over-selling of tickets and compensation system in case of happening to protect the consumers;*

Or. en

**Amendment 103**  
**Georgios Koumoutsakos, Konstantinos Poupakis**

**Motion for a resolution**  
**Paragraph 11  $\alpha$  (new)**

*Motion for a resolution*

*Amendment*

*11a, Points out that, notwithstanding the provisions of Regulation (EC) No 1008/2008 concerning price transparency, passengers currently lack certainty on which costs and features are included in the basic fare, resulting in confusion and mistrust; calls on the Commission, in cooperation with the national authorities, to consider the implementation of a harmonised, intermodal vision of the content of passenger transport services and of the elements of the price to be included in the basic fare for all transport modes;*

Or. el

**Amendment 104**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 11 b (new)**

*Motion for a resolution*

*Amendment*

***11 b. Calls on the Commission to deal with the transparency and neutrality of distribution channels, which have developed outside the scope of Regulation 80/2009 on computerised reservation systems,***

Or. en

**Amendment 105  
Georges Bach**

**Motion for a resolution  
Paragraph 11 a (new)**

*Motion for a resolution*

*Amendment*

***11a. Reiterates its call to the Commission to propose measures for the introduction of common standards for the carriage of hand luggage, so as to protect passengers against excessive restrictions and allow them to carry on board a reasonable amount of hand luggage, including purchases from airport shops;***

Or. de

**Amendment 106  
Dominique Riquet**

**Motion for a resolution  
Paragraph 12**

*Motion for a resolution*

*Amendment*

12. Notes that EU passenger rights law is still not being applied and enforced in the same way in all parts of the EU, a fact which ***not only creates uncertainty for passengers wishing to exercise their***

12. Notes that EU ***air*** passenger rights law is still not being applied and enforced in the same way in all parts of the EU, a fact which impedes ***free movement in the internal market, as it affects the***

*rights, but also* impedes fair competition among carriers;

*confidence of citizens when travelling, and undermines* fair competition among carriers;

Or. fr

**Amendment 107**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Notes that EU passenger rights law is still not being applied and enforced in the same way in all parts of the EU, a fact which not only creates uncertainty for passengers wishing to exercise their rights, but also impedes fair competition among carriers;

*Amendment*

12. Notes that EU passenger rights law is still not being applied and enforced in the same way in all ***transport modes and in all*** parts of the EU, a fact which not only creates uncertainty for passengers wishing to exercise their rights, but also impedes fair competition among carriers;

Or. en

**Amendment 108**  
**Juozas Imbrasas**

**Motion for a resolution**  
**Paragraph 12 a (new)**

*Motion for a resolution*

*Amendment*

***12a. Calls on the Commission to collect as much information as possible on the previous infringements by carriers and review the current regulations, amending them in the light of the new information collected;***

Or. It

**Amendment 109**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 12 a (new)**

*Motion for a resolution*

*Amendment*

***12 a. Notes that accessibility has direct impact on quality of health and social life of older persons who often face mobility, sensory or mental impairments affecting their ability to travel and to remain an active participant in society;***

Or. en

**Amendment 110**  
**Marian-Jean Marinescu**

**Motion for a resolution**  
**Paragraph 12 a (new)**

*Motion for a resolution*

*Amendment*

***12 a. Urges the Commission to provide a clear set of rules for the establishment of national enforcement bodies to facilitate a more transparent and easier access of passengers to these institutions;***

Or. en

**Amendment 111**  
**Marian-Jean Marinescu**

**Motion for a resolution**  
**Paragraph 12 b (new)**

*Motion for a resolution*

*Amendment*

***12 b. Considers the fusion of national enforcement bodies from different modes of transport a necessary step in achieving***

*a consistent implementation of passenger rights;*

Or. en

**Amendment 112**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to make the national enforcement bodies work more closely together, adopt more uniform working methods, and exchange information intensively at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

*Amendment*

13. Calls on the Commission to ***use all its powers including the infringement procedure when necessary to*** make the national enforcement bodies work more closely together, adopt more uniform working methods, and exchange information intensively at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

Or. en

**Amendment 113**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to ***make*** the national enforcement bodies ***work more closely together, adopt more*** uniform working methods, and exchange information ***intensively*** at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

*Amendment*

13. Calls on the Commission to ***facilitate cooperation and exchange of best practices between*** the national enforcement bodies, ***to move towards the adoption of*** uniform working methods, and ***better*** exchange ***of*** information at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

**Amendment 114**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to make the ***national*** enforcement bodies work more closely together, adopt more uniform working methods, and exchange information intensively at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

*Amendment*

13. Calls on the Commission to make the ***independent*** enforcement bodies work more closely together, adopt more uniform working methods, and exchange information intensively at national level and EU-wide with a view to networking and to implementing the relevant EU legislation more consistently;

Or. en

**Amendment 115**  
**Marian-Jean Marinescu**

**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

***13 a. Reminds that a uniform working method of all national enforcement bodies will ensure the harmonized passenger rights enforcement in all Member States;***

Or. en

**Amendment 116**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 13 a (new)**



*Motion for a resolution*

*Amendment*

***13a. Urges the Commission to prevent airlines from making unfair requests which oblige passengers to use both legs of an airline journey in sequential order;***

Or. it

**Amendment 117**  
**Petra Kammerevert**

**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

*Amendment*

***13a. Asks the Commission to ensure that passengers have the option, without the imposition by an airline of additional conditions, of using individual flights on a given booking;***

Or. de

**Amendment 118**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

*Amendment*

***13a. Calls on the Commission to ensure that accessibility, transparency and neutrality extend to those sales channels which have developed outside the field of application of Regulation (EC) No 80/2009 on computerised reservation systems;***

Or. de

**Amendment 119**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the **national** enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate **national** enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and an inexpensive EU-wide hotline set up;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the **independent** enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate **independent** enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and an inexpensive EU-wide hotline set up;

Or. en

**Amendment 120**  
**Giommaria Uggias**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the

clearing-house, that a standard e-mail address be adopted and an *inexpensive EU-wide hotline* set up;

clearing-house, that a standard e-mail address be adopted and an *EU-wide freephone number* set up;

Or. it

**Amendment 121**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *an inexpensive* EU-wide hotline set up;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *a free* EU-wide hotline set up;

Or. it

**Amendment 122**  
**Ismail Ertug**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house;

believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *an inexpensive* EU-wide hotline set up;

believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *a free* EU-wide hotline set up;

Or. de

**Amendment 123**  
**Marian-Jean Marinescu**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *an inexpensive* EU-wide hotline set up;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and *a free of charges* EU-wide hotline set up;

Or. en

**Amendment 124**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and ***an inexpensive*** EU-wide hotline set up;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and ***a free*** EU-wide hotline set up;

Or. en

**Amendment 125**

**Vilja Savisaar-Toomast**

**Motion for a resolution**

**Paragraph 14**

*Motion for a resolution*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and an inexpensive EU-wide hotline set up;

*Amendment*

14. Calls on the Commission to use its influence in order to provide joint complaint-handling machinery for the national enforcement bodies in the form of a central electronic clearing-house; believes that the clearing-house should advise passengers lodging complaints and, to save time and costs, refer them to the appropriate national enforcement body; recommends, as regards the information and advice to be obtained through the clearing-house, that a standard e-mail address be adopted and an inexpensive EU-wide hotline set up; ***recommends, as regards the rules about how cases should be distributed among National Enforcement Bodies, that the Commission consults transport operators.***

**Amendment 126**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 14 a (new)**

*Motion for a resolution*

*Amendment*

**14a. Calls on the Commission to promote guidelines for the prompt settlement of complaints using simplified procedures;**

Or. it

**Amendment 127**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages, ***which is accessible for the blind*** and ***can be*** used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. hu

**Amendment 128**  
**Ramon Tremosa i Balcells**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all *EU* languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all languages ***that are official inside EU Member States*** and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. en

**Amendment 129**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, ***which should be given to passengers when they make a reservation***; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, ***and to which passengers/consumers should have easy, unimpeded access***; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. de

**Amendment 130**  
**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a

*Amendment*

15. Calls on the Commission to produce a

standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be **given** to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be **available in different modes** to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. en

**Amendment 131**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be **given** to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be **drafted with in cooperation with representative organisations of stakeholders concerned** translated into all EU languages and used for all modes, which should be **available** to passengers when they make a reservation **and when relevant**; believes that a fixed maximum time limit for **submitting and** handling complaints should be laid down for all modes;

Or. en

**Amendment 132**  
**Michel Dantin, Jim Higgins**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be

*Amendment*

15. Calls on the Commission to produce, **in consultation with all the stakeholders**



translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

**concerned**, a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. fr

**Amendment 133**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, **similar to the existing Air Passenger Rights EU Complaint form**, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for **filing and** handling complaints should be laid down for all modes;

Or. en

**Amendment 134**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be **given** to passengers **when they make a reservation**;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be **easily available** to passengers **at all terminals**

believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

**and online**; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

Or. en

**Amendment 135**  
**Ismail Ertug**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit **of three weeks** for handling complaints should be laid down for all modes;

Or. de

**Amendment 136**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit for handling complaints should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit **of 30 days** for handling complaints should be laid down for all modes;

Or. it

**Amendment 137**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; believes that a fixed maximum time limit **for handling complaints** should be laid down for all modes;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation, believes that a fixed maximum time limit should be laid down for all modes **as well for passengers when submitting complaints, as for transport operators and national enforcement bodies when handling complaints**;

Or. en

**Amendment 138**  
**Dominique Vlasto, Christine de Veyrac, Jim Higgins**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; **believes that a fixed** maximum time limit for handling complaints **should be laid down for all modes**;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; **calls on the Commission to propose, for all modes of transport, one single legal obligation indicating in days the maximum time limit for handling complaints, to be met by transport operators and/or national complaint-handling services**;

Or. fr

**Amendment 139**  
**Giommara Uggias**

**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; *believes* that *a fixed maximum* time limit *for handling* complaints *should be laid down* for all *modes*;

*Amendment*

15. Calls on the Commission to produce a standard EU-wide complaint form, to be translated into all EU languages and used for all modes, which should be given to passengers when they make a reservation; *suggests* that *the Commission should set a* time limit *within which* complaints, for all *means of transport, should be dealt with, in order to give consumers a specific answer within an acceptable time frame*;

Or. it

**Amendment 140**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 15 a (new)**

*Motion for a resolution*

*15a. Asks the Commission to address the problem of airlines unfairly requiring that passengers use the parts of their reservation only in a given order;*

*Amendment*

Or. de

**Amendment 141**  
**Dominique Vlasto, Christine de Veyrac, Michel Dantin, Jim Higgins, Carlo Fidanza**

**Motion for a resolution**  
**Paragraph 15 a (new)**

*Motion for a resolution*

*Amendment*

***15a. Asks the Commission to ensure that all passengers have the possibility to get in touch with the transport operator, particularly for information or complaint purposes, at non-premium rates by all the methods of communication that can be used when booking;***

Or. fr

**Amendment 142**

**Dominique Vlasto, Christine de Veyrac, Michel Dantin, Jim Higgins**

**Motion for a resolution**

**Paragraph 15 b (new)**

*Motion for a resolution*

*Amendment*

***15b. Considers that contact details for the after-sales services provided by transport operators, such as passenger information and complaints handling services, should be clearly indicated on the ticket, in the same way as all the indispensable features of a transport service such as the price and the summary of terms and conditions of travel;***

Or. fr

**Amendment 143**

**Ádám Kósa**

**Motion for a resolution**

**Paragraph 15 a (new)**

*Motion for a resolution*

*Amendment*

***15 a. Calls for a European-level Passenger Rights Monitoring System***

*which would further ensure proper implementation and monitoring of all passenger rights legislations at European level across all modes of transport. Such a System could also assist in cases where the language of the complainant is different from the official language(s) of the Member State in which the complaint has been filled;*

Or. en

**Amendment 144**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 16**

*Motion for a resolution*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that *passengers* must continue to have the option of appealing to the courts;

*Amendment*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that *the parties to a dispute* must continue to have the option of appealing to the courts;

Or. en

**Amendment 145**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 16**

*Motion for a resolution*

16. Urges the Commission, together with the Member States, to ascertain where the

*Amendment*

16. Urges the Commission, together with the Member States, to ascertain where the

structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that *passengers* must continue to have the option of appealing to the courts;

structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that *the parties to a dispute* must continue to have the option of appealing to the courts;

Or. de

**Amendment 146**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 16**

*Motion for a resolution*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that passengers must continue to have the option of appealing to the courts;

*Amendment*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR) *and effective collective redress mechanism to ensure that passengers can exercise their rights for an affordable, expedient and accessible Europe-wide system*, with the proviso that passengers must continue to have the option of appealing to the courts;

Or. en

**Amendment 147**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 16**

*Motion for a resolution*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that passengers must continue to have the option of appealing to the courts;

*Amendment*

16. Urges the Commission, together with the Member States, to ascertain where the structural and procedural flaws lie within the national complaint-handling services and eliminate them, and to ensure that the laws are implemented in conjunction with the planned EU measures in the area of alternative dispute resolution (ADR), with the proviso that passengers must continue to have the option of appealing to the courts; ***urges the Member States, with the support of the Commission, to set up and improve well regulated mediation instruments to deal with conflicts between passengers and service providers for all transport modes managed by enforcement bodies and other independent bodies;***

Or. en

**Amendment 148**

**Christine de Veyrac, Dominique Vlasto, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 16 a (new)**

*Motion for a resolution*

*Amendment*

***16a. Recommends recourse to mediation in order to resolve disputes between passengers and carriers whenever possible for all modes of transport;***

Or. fr

**Amendment 149**

**Spyros Danellis**

**Motion for a resolution**

**Paragraph 16 a (new)**



*Motion for a resolution*

*Amendment*

**16 a. Commends the increased use of mobile applications for core services, especially in air transport, such as ticket purchases and check-in and urges industry to speed up the development of similar tools for complaint handling and missing baggage management;**

Or. en

**Amendment 150**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

*Amendment*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the **term** ‘extraordinary circumstances’, as this would **enable carriers and** national enforcement **authorities to apply** the rules **more consistently and ensure that citizens could be informed to more useful effect about their rights**; calls on the Commission to draw up the necessary legislative proposals;

17. Points to the need, as far as all modes are concerned, for a clearer definition of the **relevant terms and especially of** ‘extraordinary circumstances’, as this would **reduce the variation that exists in** national enforcement, **as well as the scope for legal challenges to compensation** rules; calls on the Commission to draw up the necessary legislative proposals, **taking note of relevant ECJ rulings**;

Or. en

**Amendment 151**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

*Amendment*

17. Points to the need, as far as all modes are concerned, for a **clearer** definition of

17. Points to the need, as far as all modes are concerned, for a **single and**

the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

*unambiguous* definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

Or. en

**Amendment 152**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and *national* enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

*Amendment*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and *independent* enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

Or. en

**Amendment 153**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes are concerned, for *a clearer* definition of the term ‘extraordinary circumstances’, as

*Amendment*

17. Points to the need, as far as all modes are concerned, for *an unambiguous and clear* definition of the term ‘extraordinary

this would enable carriers and national enforcement authorities to apply the rules more consistently and ***ensure that citizens could be informed to more useful effect about*** their rights; calls on the Commission to draw up the necessary legislative proposals;

circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ***give passengers a valid tool with which to assert*** their rights; calls on the Commission to draw up the necessary legislative proposals;

Or. it

**Amendment 154**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

*Amendment*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals ***involving transport stakeholders; Notes that technical failure should not be considered as an extraordinary circumstance and that falls to the liability of a carrier;***

Or. en

**Amendment 155**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes

*Amendment*

17. Points to the need, as far as all modes

are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals, ***involving transport stakeholders***;

Or. en

**Amendment 156**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

*Amendment*

17. ***Emphasises that carriers should not be made liable for disruption that they did not cause if they took all reasonable steps to avoid its occurrence***; points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

Or. de

**Amendment 157**  
**Jim Higgins, Christine de Veyrac, Dominique Vlasto, Carlo Fidanza**

**Motion for a resolution**  
**Paragraph 17**

*Motion for a resolution*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals;

*Amendment*

17. Points to the need, as far as all modes are concerned, for a clearer definition of the term ‘extraordinary circumstances’, as this would enable carriers and national enforcement authorities to apply the rules more consistently and ensure that citizens could be informed to more useful effect about their rights; calls on the Commission to draw up the necessary legislative proposals, ***while considering the practical differences between modes of transport when drawing up such a definition;***

Or. en

**Amendment 158**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 17 a (new)**

*Motion for a resolution*

***17 a. Calls on the European Commission to set up harmonized minimum rules across modes on the minimum level of care to be provided in case of long delay at the transport terminal/station or on the vehicle/train/boat/plane. Accommodation or alternative transport arrangements for persons with disabilities must be accessible and adequate assistance must be provided;***

Or. en

**Amendment 159**  
**Silvia-Adriana Țicău**

**Motion for a resolution**  
**Paragraph 17 a (new)**

*Motion for a resolution*

*Amendment*

**17a. Calls on the Commission and Member States to ensure that airlines respect passenger rights and to ban practices involving the negotiation by airlines with passengers affected by delays or cancellations of parts of their journey of compensation payments below specific statutory EU levels;**

Or. ro

**Amendment 160**  
**Silvia-Adriana Țicău**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

18. Calls on the Commission **to consider what action to take should airlines go bankrupt**, and draws attention in this connection to its resolution of 25 November 2009;

18. Calls on the Commission to **submit a legislative proposal encompassing suitable measures to protect passengers against the insolvency, bankruptcy or financial losses of airlines or package holiday companies** and draws attention in this connection to its resolution of 25 November 2009:

Or. ro

**Amendment 161**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

18. Calls on the Commission to **consider what action to take should airlines go bankrupt**, and draws attention in this connection to its resolution of 25

18. Calls on the Commission to **make a legislative proposal requiring airlines to protect passengers in case of airline insolvency**, and draws attention in this

November 2009;

connection to its resolution of 25  
November 2009;

Or. it

**Amendment 162**  
**Dominique Riquet**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. ***Calls on*** the Commission to ***consider what action to take should airlines go bankrupt***, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. ***Encourages*** the Commission to ***come up with a proposal to require airlines to protect passengers in case of bankruptcy***, and draws attention in this connection to its resolution of 25 November 2009;

Or. fr

**Amendment 163**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. ***Calls on*** the Commission to ***consider what action to take should airlines go bankrupt***, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. ***Urges*** the Commission to ***draw up a legislative proposal obliging airlines to protect passengers against airline insolvency***, and draws attention in this connection to its resolution of 25 November 2009;

Or. en

**Amendment 164**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. ***Calls on*** the Commission to ***consider*** what action to take ***should airlines go bankrupt***, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. ***Urges*** the Commission to ***declare*** what action ***it envisages*** to take ***to oblige the air carriers for a final guarantee to cover liabilities towards air passengers in the case of insolvency, bankruptcy or removal of an operating licence***, and draws attention in this connection to its resolution of 25 November 2009;

Or. en

**Amendment 165**  
**Christine de Veyrac, Dominique Vlasto, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Calls on the Commission to ***consider what action to take*** should ***airlines go bankrupt***, ***and draws attention in this connection to its resolution of 25 November 2009***;

*Amendment*

18. Calls on the Commission to ***propose legislative measures obliging all actors to protect passengers*** should ***a carrier go bankrupt***;

Or. fr

**Amendment 166**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Calls on the Commission to ***consider what action to take should airlines go bankrupt***, ***and*** draws attention in this connection to its resolution of 25

*Amendment*

18. Calls on the Commission to ***ensure the protection of passengers against airline insolvency by proposing the appropriate legislation***; draws attention in this



November 2009;

connection to its resolution of 25  
November 2009;

Or. en

**Amendment 167**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Calls on the Commission to consider what action to take should airlines go bankrupt, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. Calls on the Commission to consider what action to take should airlines go bankrupt, and draws attention in this connection to its resolution of 25 November 2009; ***calls on it also to provide for adequate compensation mechanisms that are proportionate to the damage caused to the passenger;***

Or. it

**Amendment 168**  
**Giommaria Uggias**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Calls on the Commission to ***consider what action to take should airlines go bankrupt***, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. Calls on the Commission to ***regulate at EU level procedures to settle airline bankruptcy cases***, and draws attention in this connection to its resolution of 25 November 2009; ***points out that after purchasing a plane ticket and in case of bankruptcy of the airline, consumers still have nobody to turn to in order to claim back a refund of the unused ticket;***

Or. it

**Amendment 169**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Calls on the Commission to consider what action to take should airlines go bankrupt, and draws attention in this connection to its resolution of 25 November 2009;

*Amendment*

18. Calls on the Commission to consider what action to take should airlines go bankrupt, and draws attention in this connection to its resolution of 25 November 2009; ***instructs the Commission to work towards an international agreement extending the provision for such action to third-country airlines;***

Or. de

**Amendment 170**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Reminds the Member States of their obligations under Regulation (EC) No 1008/2008 to carry out regular assessments of air carriers' financial situation and to take the steps provided for in cases of failure to meet the stipulated conditions;***

Or. de

**Amendment 171**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 18 b (new)**

*Motion for a resolution*

*Amendment*

*18 b. invites the Commission to assess the impact of the ECJ ruling on the Case C-402/07, introducing compensations in case of delays of more than 3 hours, on airlines and its consequences for passengers;*

Or. en

**Amendment 172**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

*18a. Welcomes the Commission's intention to revise Regulation (EC) No 261/2004. Asks it, in that context, to examine the effects of the Sturgeon judgment as part of its assessment of the impact of its legislative proposal<sup>1</sup>;*

---

*<sup>1</sup> The Sturgeon judgment made compensation compulsory in the event of delays of more than three hours. This has a considerable financial impact on airlines as well as consequences for passengers (cancellations, a reduction in the number of routes available, etc.). The impact of the judgment ought therefore to be examined critically.*

Or. de

**Amendment 173**  
**Vilja Savisaar-Toomast**

**Motion for a resolution  
Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18 a. Welcomes the Commission's intention to revise Regulation 261/2004. Invites the Commission to assess also the impact of the Sturgeon ruling in its impact assessment study of the legislative proposal.***

Or. en

**Amendment 174  
Nathalie Griesbeck**

**Motion for a resolution  
Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Points out that Member States have an obligation to monitor the financial standing of airlines and have the possibility of withdrawing an airline's operating licence if its finances are insufficient; urges the Commission to ensure that national authorities comply with these obligations and to ensure that stranded passengers can be repatriated in the event of insolvency, bankruptcy, cessation of operations or the withdrawal of an operating licence;***

Or. fr

**Amendment 175  
Inés Ayala Sender**

**Motion for a resolution  
Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Considers that current levels of consumer protection in the event of airline bankruptcy or insolvency are inadequate and that optional insurance policies are not a substitute for statutory entitlements, in addition to the fact that they do not cover all passengers; calls on the Commission accordingly to propose legislation to improve passenger protection in the event of airline insolvency, for example in the form of compulsory airline insurance or the creation of a guarantee fund;***

Or. es

**Amendment 176**

**Keith Taylor**

**Motion for a resolution**

**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18 a. Urges the Commission to propose the obligation for services providers in the different transport modes to provide for a final guarantee to cover the liability of services providers in the case of insolvency, bankruptcy or removal of an operating licence;***

Or. en

**Amendment 177**

**Georges Bach**

**Motion for a resolution**

**Paragraph 19**

*Motion for a resolution*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law;

*Amendment*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices ***and other tools for independence***, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law;

Or. de

**Amendment 178**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 19**

*Motion for a resolution*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law;

*Amendment*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility ***or assistive*** devices, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law;

Or. en

**Amendment 179**  
**Inés Ayala Sender**

**Motion for a resolution**  
**Paragraph 19**

*Motion for a resolution*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing

*Amendment*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing

these frequently exceeds the maximum amount of reimbursement permitted by international law;

these frequently exceeds the maximum amount of reimbursement permitted by international law; ***calls for limits to be increased accordingly for such devices and for damage liability to be extended to all those handling luggage;***

Or. es

**Amendment 180**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 19**

*Motion for a resolution*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law;

*Amendment*

19. Requests the Commission to deal with the matter of liability for damage to baggage and specifically to mobility devices, given that the cost of replacing these frequently exceeds the maximum amount of reimbursement permitted by international law; ***insists that any damage to the mobility equipment of persons with reduced mobility and persons with disabilities resulting from handling by carriers/service providers must be compensated in full, as such equipment is important for their integrity, dignity and independence and is therefore in no way comparable with luggage;***

Or. en

**Amendment 181**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 19 a (new)**

*Motion for a resolution*

*Amendment*

***19 a. Calls on the Member states to clarify***

*competencies of their national enforcement bodies with respect to handling complaints related to mishandled luggage in maritime and aviation transport.*

Or. en

**Amendment 182**

**Dominique Vlasto, Christine de Veyrac, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 19 a (new)**

*Motion for a resolution*

*Amendment*

*19a. Asks the Commission to better reconcile the practice of overbooking with the right to information before purchase and at the various stages of travel, and the right to services provided in accordance with the conditions set out when the ticket was purchased, by specifically proposing compensation determined according to the damage suffered and the mode of transport;*

Or. fr

**Amendment 183**

**Nathalie Griesbeck**

**Motion for a resolution**

**Paragraph 19 a (new)**

*Motion for a resolution*

*Amendment*

*19a. Considers that if luggage is lost, delayed or damaged, airlines must in the first instance compensate the passengers with whom they have concluded a contract but, at a later stage, airlines must have a right to seek redress from the airports or service providers when they*



*are not necessarily responsible for any prejudice that has occurred;*

Or. fr

**Amendment 184**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Calls on carriers to give the utmost attention to *passenger* safety and train their staff to cope with emergencies;

*Amendment*

20. Calls on carriers to give the utmost attention to safety and *security, including both the technical safety of the transport equipment and the physical safety of passengers and* train their staff to cope with emergencies;

Or. en

**Amendment 185**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Calls on carriers to give the utmost attention to passenger safety and train their staff to cope with emergencies;

*Amendment*

20. Calls on carriers to give the utmost attention to passenger safety and train their staff to cope with emergencies, *including maintaining contact with persons with reduced mobility and persons with disabilities; stresses that such training must be carried out in cooperation with representative organisations of persons with reduced mobility and persons with disabilities;*

Or. hu

**Amendment 186**

**Carlo Fidanza, Christine de Veyrac, Dominique Vlasto, Jim Higgins**

**Motion for a resolution**

**Paragraph 20 a (new)**

*Motion for a resolution*

*Amendment*

***20 a. urges the Commission to accelerate with the tabling of a legislative proposal revising the Package Travel Directive 90/314/EEC, in order to ensure that consumers and firms in the sector have a clear legal framework both for standard situations and for exceptional situations; stresses, moreover, that during its revision, the Commission shall consider to make the same legislation applicable to all parties offering tourism services, as the quality of a service provided to a consumer and fair competition should be prime factors in this context;***

Or. en

**Amendment 187**

**Ádám Kósa**

**Motion for a resolution**

**Paragraph 21**

*Motion for a resolution*

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

21. Calls on carriers, together with industry ***and representative organisations of persons with disabilities***, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

Or. hu

**Amendment 188**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry **and service providers**, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make **intermodal** travel easier **and barrier-free** for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

Or. en

**Amendment 189**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to **easily** communicate their assistance needs in advance;

Or. en

**Amendment 190**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to *easily* communicate their assistance needs in advance;

Or. en

**Amendment 191**  
**Christine de Veyrac, Dominique Vlasto, Michel Dantin, Carlo Fidanza, Jim Higgins**

**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and *enable* them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and *encourage* them to communicate their assistance needs in advance *so that carriers can adapt to specific requirements and thus meet their obligations to assist*;

Or. fr

**Amendment 192**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance, ***including where more than one mode of transport is involved;***

Or. de

**Amendment 193**

**Georgios Koumoutsakos, Konstantinos Poupakis**

**Motion for a resolution**

**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. ***Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance at no additional cost;***

Or. el

**Amendment 194**

**David-Maria Sassoli**

**Motion for a resolution**

**Paragraph 21**

*Motion for a resolution*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance;

*Amendment*

21. Calls on carriers, together with industry, to devise comprehensible standard notification procedures and, if possible, set up coordinated notification systems, so as to make travel easier for people with disabilities or reduced mobility and enable them to communicate their assistance needs in advance; ***calls on the Commission to provide for special price reductions for those accompanying people with reduced mobility;***

Or. it

**Amendment 195**  
**Olga Sehnalová**

**Motion for a resolution**  
**Subheading 6 a (new)**

*Motion for a resolution*

***21. (new) Notes that the category of persons with disabilities or reduced mobility is not homogeneous and that their accessibility and assistance needs are various;***

*Amendment*

Or. en

**Amendment 196**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 21 a (new)**

*Motion for a resolution*

***21a. Considers it essential to establish minimum standards for assisting people with disabilities and reduced mobility in***

*Amendment*

*all modes of transport so as to ensure a harmonised approach throughout the European Union;*

Or. fr

**Amendment 197**  
**Georgios Koumoutsakos, Konstantinos Poupakis**

**Motion for a resolution**  
**Paragraph 21 *α* (new)**

*Motion for a resolution*

*Amendment*

*21a. Calls on the Commission, in accordance with Regulation (EC) No 1107/2006, to present as soon as possible guidelines on the implementation of provisions concerning assistance for disabled passengers and passengers with reduced mobility;*

Or. el

**Amendment 198**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access *which is* without discrimination *and complies with the requirements of ‘design for all’* to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

**Amendment 199**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have **barrier-free** access without discrimination to all means of transport **and the transfer from one mode to the other**; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

Or. en

**Amendment 200**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport **and at all stages of travel, from being able to book a ticket, access the platform, get in the vehicles to being able to lodge a complaint if needed**; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety



regulations, draws attention to the judgment handed down by a French court in January 2012;

Or. en

**Amendment 201**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport **and at all stages of the travel, from being able to book a ticket, access the platform, get in the vehicles to being able to lodge a complaint if needed**; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

Or. en

**Amendment 202**  
**Michel Dantin, Dominique Vlasto, Christine de Veyrac, Jim Higgins**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in

*Amendment*

22. Maintains that the transport infrastructure **and ticket booking systems** must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means

which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

of transport *and related services*; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

Or. fr

**Amendment 203**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination *and in accessible formats (e.g. Braille, easy-to-read)* to all means of transport *and at all stages of the travel, from being able to book a ticket, access the platform, get in the vehicles to being able to lodge a complaint if needed*, as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;

Or. en

**Amendment 204**  
**Inés Ayala Sender**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport

*Amendment*

22. Maintains that the transport

infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; *as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by a French court in January 2012;*

infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport;

Or. es

**Amendment 205**  
**Phil Bennion**

**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by *a French court in* January 2012;

*Amendment*

22. Maintains that the transport infrastructure must be such as to enable people with disabilities or reduced mobility to have access without discrimination to all means of transport; as regards the cases in which unaccompanied people with disabilities are denied boarding on account of safety regulations, draws attention to the judgment handed down by *the High Court of Bobigny, 13* January 2012;

Or. en

**Amendment 206**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 22 a (new)**

*Motion for a resolution*

*22 a. Calls on the Commission to review, in cooperation with the carriers, the safety standards relating to persons with*

*Amendment*

*disabilities and persons with reduced mobility in order to produce a single standard applicable to the various transport sectors, primarily air transport.<sup>1</sup>*

---

<sup>1</sup> *Recent experience shows, for example, a discrepancy in the maximum number of deaf people allowed by different air carriers, the justifications for which are unclear. See the relevant written question to the Commission: E-005530/12.*

Or. hu

**Amendment 207**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 22 a (new)**

*Motion for a resolution*

*Amendment*

*22 a. Urges carriers to take into account the needs of people with disabilities or reduced mobility in the development of any new service, notably of new means of payment such as smartphones and smart cards;*

Or. en

**Amendment 208**  
**Silvia-Adriana Țicău**

**Motion for a resolution**  
**Paragraph 22 a (new)**

*Motion for a resolution*

*Amendment*

*22a Urges carriers to take into account the needs of persons with disabilities or reduced mobility in launching new services;*

Or. ro

**Amendment 209**  
**Dieter-Lebrecht Koch**

**Motion for a resolution**  
**Paragraph 22 a (new)**

*Motion for a resolution*

*Amendment*

*22a. Calls on carriers, when developing new services, to take account of the needs of people with disabilities or reduced mobility, particularly in relation to new means of payment using, for example, smartphones or smart cards;*

Or. de

**Amendment 210**  
**Nathalie Griesbeck**

**Motion for a resolution**  
**Paragraph 22 a (new)**

*Motion for a resolution*

*Amendment*

*22a. Wishes to eliminate the abusive and/or discriminatory practices pursued by some carriers that require people with reduced mobility to be accompanied; emphasises that a carrier may not routinely require such passengers to be accompanied by another person;*

Or. fr

**Amendment 211**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 23**

*Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

*Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and, ***in cooperation with representative organisations of persons with disabilities and persons with reduced mobility where possible***, train their staff to be more aware of the needs of people in those categories;

Or. en

**Amendment 212**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 23**

*Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

*Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of ***and capable of responding to*** the needs of people in those categories;

Or. en

**Amendment 213**  
**Debora Serracchiani**

**Motion for a resolution**  
**Paragraph 23**

*Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

*Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of ***and capable of responding to*** the needs of people in

those categories;

Or. en

#### **Amendment 214**

**Ádám Kósa**

#### **Motion for a resolution**

##### **Paragraph 23**

###### *Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

###### *Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories, ***including maintaining contact with persons with reduced mobility and persons with disabilities; stresses that such training must be carried out in cooperation with representative organisations of persons with reduced mobility and persons with disabilities;***

Or. hu

#### **Amendment 215**

**Nathalie Griesbeck**

#### **Motion for a resolution**

##### **Paragraph 23**

###### *Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

###### *Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories, ***in order to make it easier for them to enter and exit different transport vehicles (plane, train, coach, etc.);***

**Amendment 216**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 23**

*Motion for a resolution*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories;

*Amendment*

23. Maintains that carriers must improve the quality of assistance to people with disabilities or reduced mobility and train their staff to be more aware of the needs of people in those categories; ***takes the view that although much progress has been made in the quality of assistance there are still too many architectural barriers which prevent people with reduced mobility from fully benefiting from services;***

Or. it

**Amendment 217**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 23 a (new)**

*Motion for a resolution*

*Amendment*

***23 a. Is of the opinion that in case where a disabled passenger must travel accompanied by a person, the accompanying person should travel free of charge as this is what the passenger needs to travel;***

Or. en

**Amendment 218**  
**Ádám Kósa**



**Motion for a resolution**  
**Paragraph 23 b (new)**

*Motion for a resolution*

*Amendment*

**23 b. Maintains that in case of travel disruption, information regarding delays or cancellations, hotel accommodations, alternative transport arrangements, reimbursement schemes, continuation or re-routing options must be communicated in accessible formats for persons with disabilities or reduced mobility;**

Or. en

**Amendment 219**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 23 a (new)**

*Motion for a resolution*

*Amendment*

**23 a. Urges carriers to take into account the needs of people with disabilities or reduced mobility in the development of any new service, notably of new means of payment such as smartphones and smart cards;**

Or. en

**Amendment 220**  
**Philip Bradbourn**

**Motion for a resolution**  
**Paragraph 23 a (new)**

*Motion for a resolution*

*Amendment*

**23 a. Calls for specific facilities for severely disabled passengers requiring**

*changing and toilet facilities (so called 'changing places') to be provided at no cost to the passenger at all EU airports with an annual passenger throughput of more than 1,000,000.*

Or. en

**Amendment 221**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 23 a (new)**

*Motion for a resolution*

*Amendment*

*23 a. Calls the Commission and the Member States to ensure barrier-free access for persons with reduced mobility and persons with disabilities for all transport modes which requires, at all stages of travel, access to information and booking, infrastructure and the vehicles themselves; emphasises that, in this regard, the right to use mobility devices as well as to be accompanied by a recognised guide dog or assistance dog should be guaranteed in all circumstances;*

Or. en

**Amendment 222**  
**Inés Ayala Sender**

**Motion for a resolution**  
**Paragraph 23 bis (new)**

*Motion for a resolution*

*Amendment*

*23a. Expresses its concern at the restrictive boarding policy adopted by certain carries on grounds of public health, which could undermine individual rights and dignity; calls on the*

*Commission to examine the problem and recommend suitable action should it detect any inadmissible practices;*

Or. es

**Amendment 223**  
**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**  
**Paragraph 24**

*Motion for a resolution*

24. Calls on the Member States, when applying the Rail and Bus Regulations, largely to refrain from making use of derogations, in order to reduce the problems posed by intermodal travel from the point of view of passenger rights;

*Amendment*

24. Calls on the Member States, when applying the Rail and Bus Regulations, largely to refrain from making use of derogations *simultaneously taking into account economic situation of SMEs*, in order to reduce the problems posed by intermodal travel from the point of view of passenger rights;

Or. en

**Amendment 224**  
**Olga Sehnalová**

**Motion for a resolution**  
**Paragraph 24 a (new)**

*Motion for a resolution*

*24 a. Calls on the Commission to create new models of communication embodying passenger representative bodies, carriers and transport stakeholders in order to promote the principle of intermodality in practice;*

Or. en

**Amendment 225**  
**Keith Taylor, Michael Cramer**

**Motion for a resolution**  
**Paragraph 24 a (new)**

*Motion for a resolution*

*Amendment*

**24 a. Underlines that intermodality should be facilitated by the carriage of bicycles, wheel-chairs and prams in all modes and all services, including trans-border and long-distance connections as well as high-speed trains;**

Or. en

**Amendment 226**  
**Georges Bach**

**Motion for a resolution**  
**Paragraph 24 a (new)**

*Motion for a resolution*

*Amendment*

**24a. Calls on the Commission to create an intermodal stakeholder group to provide advisory support on issues relating to the application of the respective regulations;**

Or. de

**Amendment 227**  
**Ádám Kósa**

**Motion for a resolution**  
**Paragraph 25**

*Motion for a resolution*

*Amendment*

25. Urges the industry to develop a clear **system** for ‘through tickets’ (i.e. transport contracts for several legs of a journey using the same mode) and integrated tickets (i.e.

25. Urges the industry to develop a clear **infrastructure which is ICT-accessible to everyone** for ‘through tickets’ (i.e. transport contracts for several legs of a

contacts for intermodal transport chains); draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis;

journey using the same mode) and integrated tickets (i.e. contacts for intermodal transport chains); draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis;

Or. hu

### **Amendment 228**

**Jim Higgins, Christine de Veyrac, Dominique Vlasto, Carlo Fidanza**

#### **Motion for a resolution**

##### **Paragraph 25**

###### *Motion for a resolution*

25. Urges the industry to develop a clear system for ‘through tickets’ (i.e. transport contracts for several legs of a journey using the same mode) and integrated tickets (i.e. contacts for intermodal transport chains); draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis;

###### *Amendment*

25. Urges the industry to develop a clear system for ‘through tickets’ (i.e. transport contracts for several legs of a journey using the same mode) and integrated tickets (i.e. contacts for intermodal transport chains), **with an emphasis on smart cards**; draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis;

Or. en

### **Amendment 229**

**David-Maria Sassoli**

#### **Motion for a resolution**

##### **Paragraph 25**

*Motion for a resolution*

25. Urges the industry to develop a clear system for ‘through tickets’ (i.e. transport contracts for several legs of a journey using the same mode) and integrated tickets (i.e. *contracts* for intermodal transport chains); draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis;

*Amendment*

25. Urges the industry to develop a clear system for ‘through tickets’ (i.e. transport contracts for several legs of a journey using the same mode) and integrated tickets (i.e. *contracts* for intermodal transport chains); draws attention in this connection to the Rail Regulation, which requires computer-assisted information and reservation systems to be adapted to common standards so as to enable travel information and ticketing services to be organised on an EU-wide basis; ***calls on the Member States to equip themselves with facilities to ensure the efficient multimodal boarding of baggage, also by standardising the rules on security checks in the various modes of transport;***

Or. it

**Amendment 230**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 25 a (new)**

*Motion for a resolution*

*Amendment*

***25 a. Refers to Paragraph 27 of the European Parliament's Resolution A7-0053/2012 as well as Initiative 29 of the White paper on Transport Policy up to 2020, COM(2011)144, and Recital 16 of the Computerised Reservation System Regulation 80/2009/EC; emphasises the rights of passengers to have easy access to accurate and objective information detailing the environmental impact and energy efficiency of their travel, which should be clearly visible both on the websites of service providers and on tickets themselves; calls on the Commission, the Member States and***

*service providers to support ongoing work in this direction;*

Or. en

**Amendment 231**

**Phil Bennion**

**Motion for a resolution**

**Paragraph 26**

*Motion for a resolution*

26. **Urges** the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the Member States, together with the Commission, to remove the obstacles to access to public traffic data and data transfer;

*Amendment*

26. **Strongly urges** the Commission to continue its efforts to develop a European multimodal travel planner, ***considered as a key element of Intelligent Transport Systems (ITS) deployment, to provide door-to-door information, including both cost and duration of journeys, to passengers, and*** calls on the Member States, together with the Commission, to remove the obstacles to access to public traffic data and data transfer;

Or. en

**Amendment 232**

**Spyros Danellis**

**Motion for a resolution**

**Paragraph 26**

*Motion for a resolution*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the ***Member States, together with the Commission, to remove*** the obstacles to access to public traffic data and data transfer;

*Amendment*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on ***it to determine the appropriate way of removing*** the obstacles to access to public traffic data and data transfer;

Or. en

**Amendment 233**  
**Ismail Ertug**

**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the Member States, together with the Commission, to remove the obstacles to access to public traffic data and data transfer;

*Amendment*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the Member States, together with the Commission, to remove the obstacles to access to public traffic data and data transfer, ***without prejudice to appropriate data protection arrangements***;

Or. de

**Amendment 234**  
**Vilja Savisaar-Toomast**

**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the Member States, together with the Commission, to remove the obstacles to access to public traffic data and data transfer;

*Amendment*

26. Urges the Commission to continue its efforts to develop a European multimodal travel planner, and calls on the Member States, together with the Commission, to remove the obstacles to access to ***those*** public traffic data and data transfer ***allowing the establishment of a European multi-modal travel planning, while ensuring a consistent data protection***;

Or. en