



# Your passenger rights

Easy read booklet



# Introduction

This booklet will help you understand your rights when you travel by sea. Rights are laws that protect people and make sure they are treated well. This booklet is just a summary. It does not contain complete information.

You can read more information  
online at **dfds.com** and **gov.uk**





## Your right to information

All passengers travelling by sea or inland waterways have the right to adequate information throughout their travel.

You have the right to be informed of the delay or cancellation by the carrier or terminal operator no later than 30 minutes after the scheduled time of departure and of the estimated departure and arrival time as soon as that information becomes available.

You have the right to be informed on the conditions of access to transport for disabled persons and persons with reduced mobility.



# Your rights in the event of a delay or cancellation

In case of delay of more than 90 minutes or cancellation of a passenger service, and where reasonably possible, passengers shall be offered free of charge snacks, meals or refreshments in reasonable relation to the waiting time.

Where the delay or cancellation of a departure necessitates one or more additional nights of stay, you shall be offered adequate accommodation free of charge on board or ashore by the

carrier up to a limit of €80 per night for a maximum of three nights.

**If your sailing is cancelled or is delayed for 90 minutes or more for reason within DFDS's control you can either :**

Receive travel credit for future use, obtain a full refund of the affected sailing, or re-routing to your final destination at the earliest opportunity, or change to a later sailing free of charge.





## Your right for compensation

You have the right to request partial compensation of the ticket price in case of delay in arrival to the final destination.

## When you don't have the right for compensation

- If you were informed of the delay or cancellation before purchase.
- Delays resulted from weather conditions endangering safety
- If the delay is caused by you.
- Extraordinary circumstances which could not have been reasonably avoided.

# Your right to submit complaints

You may submit complaints to DFDS within two months from the date on which the service was performed or when it should have been.

You have the right to be notified within 1 month of receipt of the complaint and must be get a full reply within two months of the receipt of the complaint.

You have the right to contact national enforcement bodies regards complaints about about alleged infringements of Regulation.







## Your rights if you are disabled or have reduced mobility

**You have the right to access transport without any discrimination.**

You have the right to assistance. You must notify your carrier at the time of or prior to reservation of your specific needs regarding accommodation, seating, required services or if you need to bring medical equipment.

**For any other assistance please contact our customer care team at least 48 hours in advance.**

You have the right to take mobility equipment such as a wheelchair onboard. If a carrier causes loss or damaged of mobility equipment or other specific equipment used by a disabled person or a person with reduced mobility due to neglect or fault, you have the right to compensation relating to the value or repairs.