



National Enforcement Bodies under Regulation [EC] 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

<http://ec.europa.eu/transport/themes/passengers/maritime>

All carriers/terminal operators shall have a complaint-handling mechanism in place for passengers travelling by sea and inland waterways.

Passengers may also submit complaints to one of the **National Enforcement Bodies (NEBs)** listed below.

Please note that in some countries (as indicated in the last column of the table), complaints shall **first be submitted to the carrier/terminal operator**. Passengers may only address their complaint to the NEB when the issue was not resolved at the level of the carrier/terminal operator (e.g. in the absence of reply within two months, if their complaint was dismissed, etc.).

Please also note that some National enforcement bodies may not be able to enforce your claims and offer you redress. If you are not satisfied with the carrier/terminal operator's response and/or with the answer from the National Enforcement Body, you will have to pursue the matter through alternative dispute resolution or in Court.

The competent NEB is the NEB of the EU **country of departure** except when the service departs from a third country. Then, the NEB of the EU country of arrival is competent. However, passengers are free to contact the NEB of their choice.

The table below is based on the information received from the EU Member States.





Updated: March 2019

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/terminal operator
 Austria	Agentur für Passagier- und Fahrgastrechte Linke Wienzeile 4/1/6 1060 Wien, Austria	Tel.: +43 1 5050 707 700 www.passagier.at e-mail: schiff@apf.gv.at	YES



Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Belgium	<p>Service Public Fédéral Mobilité et Transports, Direction Générale Transport maritime</p> <p>Federale Overheidsdienst Mobiliteit en Vervoer, Directoraat-generaal Maritiem Vervoer</p>	<p>Tel. +32 2 277 35 01 e-mail: waterborne.passengerrights@mobiliteit.fgov.be http://www.mobiliteit.belgium.be/fr/navigation/droitspassagers/ www.mobiliteit.belgium.be/nl/scheepvaart/passagiersrechten/</p>	NO
 Bulgaria	<p>Complaints against carriers and port operators</p> <p>Bulgarian Maritime Administration Executive Agency</p> <p>9 Dyakon Ignatij Street, Sofia 1000, Bulgaria</p> <p>Complaints against tour operators and travel agents</p> <p>Ministry of Economy, Energy and Tourism 8 Slavyanska Street, Sofia 1000</p>	<p>Tel: (+359 2) 930 0910 Fax: (+359 2) 930 0920 e-mail: bma@marad.bg</p> <p>Tel: (exchange): (+359 2) 940 7001, Fax: (+359 2) 987 2190; (+359 2) 981 9970 e-mail: e-docs@mee.government.bg</p>	NO
 Croatia	<p>Coastal Liner Services Agency (CLSA) Agencija za obalni linijski pomorski promet Ulica grada Antofagaste 6, 21000 Split, Croatia</p>	<p>Tel: +385 21 / 329 370 Fax: +385 21 / 329 379 e-mail: info@agencija-zolpp.hr www.agencija-zolpp.hr</p>	YES
 Cyprus	<p>Department of Merchant Shipping of the Republic of Cyprus (Unit 'Rights of Passengers Travelling by Sea')</p> <p>Killinis, Mesa Geitonia 4007, Limassol, Postal address: P.O. Box 56193, 3305 Limassol</p>	<p>Telephone: +357 25 848100 Fax: +357 25 848200 e-mail: passengerrights@dms.mcw.gov.cy Website: www.shipping.gov.cy</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Czech Republic	National Navigation Authority of the Czech Republic	Tel.: +420 234 637 111 Fax: +420 283 871 514 e-mail: reditelstvi@plavebniurad.cz www.spspraha.cz	NO
 Denmark	<p>Complaints against carriers and complaints that are not handled by other national authorities:</p> <p>The Danish Maritime Authority/ Søfartsstyrelsen</p> <p>Complaints against terminal operators:</p> <p>The Danish Transport Authority/ Trafikstyrelsen</p> <p>Complaints of an economic nature regarding tickets of 100 or more</p> <p>The Danish Consumer Complaints Board/ Forbrugerklagenævnets sekretariat (Konkurrence- og Forbrugerstyrelsen)</p>	<p>Tel.: +45 9137 6000 Fax: +45 9137 6001 e-mail: jus@dma.dk www.dma.dk/Policy/Sider/PassengerRights.aspx</p> <p>Tel.: +45 7221 8800 Fax: +45 7262 6790 e-mail: info@trafikstyrelsen.dk www.trafikstyrelsen.dk</p> <p>Tel.: +45 4171 5000 Fax: +45 4171 5100 e-mail: kfst@kfst.dk www.kfst.dk</p>	YES
 Estonia	Consumer Protection and Technical Regulatory Authority Postal address: Sõle 23a, 10614 Tallinn, Estonia	Tel.: +372 667 2000 Fax: +372 667 2001 E-mail: info@ttja.ee Website: www.ttja.ee	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Finland	<p>Complaints from private consumers:</p> <p>Consumer Disputes Board P.O. Box 306 FIN-00531 Helsinki</p> <p>Complaints from business travellers:</p> <p>The Finnish Transport and Communications Agency (Traficom) Kumpulantie 9, 00520 P.O. Box 320, 00059 TRAFICOM FI - 00101 HELSINKI</p> <p>Supervision of the interests of consumers on a collective level (no handling of individual cases):</p> <p>Consumer Ombudsman / Competition and Consumer Authority Postal address: P.O.B. 5, FIN-00531 Helsinki Visiting address: Siltasaarenkatu 12 A, 00530 Helsinki</p>	<p>tel. +358 29 566 5200</p> <p>e-mail: kril@oikeus.fi www.kuluttajariita.fi</p> <p>Tel. +358 29 534 5000</p> <p>e-mail: kirjaamo@traficom.fi www.traficom.fi</p> <p>Exchange: +358 29 505 3000</p> <p>e-mail: kirjaamo@kkv.fi www.kkv.fi</p>	YES
 France	<p>Ministère de l'économie et des finances Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF) Paris Bercy, France</p>	<p>Tel. + 33 1 44 97 31 26</p> <p>e-mail: 6D@dgccrf.finances.gouv.fr www.service-public.fr</p>	NO
 Germany	<p>Eisenbahn-Bundesamt Heinemannstr. 6 53175 Bonn, Germany</p>	<p>Tel: +49(228)30795-400 Fax: +49(228)30795-499 e-mail: fahrgastrechte@eba.bund.de www.eba.bund.de</p>	YES
 Greece	<p>Ministry of Maritime Affairs & Insular Policy Akti Vasiliadi Gate E1-E2, Piraeus, Greece, PostCode 185 10</p>	<p>Tel.: +30 213 137 4258 Tel.: +30 213 137 1495</p> <p>Fax: +30 210 413 5673 e-mail: dths@hcg.gr www.hcg.gr www.yen.gr</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Hungary	<p>Complaints against carriers</p> <p>Ministry for Innovation and Technology Consumer Protection Strategy Department Address: H-1011 Budapest, Fő utca 44-50. Postal address: H-1440 Budapest, Pf. 1, Hungary</p> <p>Complaints against ports and terminal operators</p> <p>Government Office of the Capital City Budapest Department of Transport Address: H-1138 Budapest, Vaci ut 118 Postal address: H-1387 Budapest, Pf. 1007, Hungary</p>	<p>Tel: + 36 1 795 8282 Fax: + 36 1 311 1412 e-mail: fogyasztovedelem@itm.gov.hu</p> <p>Tel: +36 1 474 1751 e-mail: hajozas@bfkh.gov.hu</p>	NO
 Ireland	<p>National Transport Authority</p> <p>Dun Sceine Harcourt Lane Dublin 2 Ireland</p>	<p>Tel: +353 18798300 Fax: +353 18798300 e-mail: complaints@nationaltransport.ie</p> <p>www.nationaltransport.ie http://www.transportforireland.ie/</p>	YES
 Italy	<p>AUTORITA' DI REGOLAZIONE DEI TRASPORTI (ART) (Transport Regulation Authority)</p> <p>VIA NIZZA N. 230 - 10126 Torino</p>	<p>Tel: +390119212550 http://www.autorita-trasporti.it/ddu@autorita-trasporti.it</p>	YES
 Latvia	<p>Consumer Rights Protection Centre Brivibas Street 55 Riga, LV – 1010, Latvia</p>	<p>Tel: +371 65452554 Fax: + 371 67388634</p> <p>e-mail: ptac@ptac.gov.lv www.ptac.gov.lv</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Lithuania	<p>Complaints from passengers and cruise participants: The State Consumer Rights Protection Authority Vilniaus str. 25 01402 Vilnius, Lithuania</p> <p>Supervision of the interests of consumers on a collective level (no handling of individual cases): Lithuanian Maritime Safety Administration J. Janonio str. 24 92251 Klaipėda, Lithuania</p>	<p>Tel: +370 5 262 6751 Fax: +370 5 279 14 66 e-mail: tarnyba@vvtat.lt www.vvtat.lt</p> <p>Tel: +370 46 469 602 Fax: +370 46 469 600 e-mail: msa@msa.lt www.msa.lt</p>	YES
 Luxembourg			
 Malta	<p>Malta Competition and Consumer Affairs Authority Mizzi House, National Road Blata l-Bajda Hamrun HMR 9010 Malta</p>	<p>Tel: +356 2395 2000 Fax: +356 2124 2406 e-mail: seapassengerrights.mccaa@mccaa.org.mt http://www.mccaa.org.mt/en/sea-passenger-rights</p>	YES
 Netherlands	<p>Inspectie Leefomgeving en Transport Bezoekadres Weena 723 3013 AM Rotterdam, the Netherlands</p> <p>Postadres Postbus 8634 3009 AP Rotterdam, the Netherlands</p>	<p>Tel: 088-4890000</p> <p>www.ilent.nl/onderwerpen/transport/pas-sagiersrechten/passagiersrechten_water/index.aspx</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 <p>Poland</p>	<p><u>Maritime Transport:</u></p> <p>Ports of the western and central coast (e.g. Świnoujście, Szczecin, Kołobrzeg, Darłowo):</p> <p>Maritime Office in Szczecin Pl. Batorego 4 70-207 Szczecin</p> <p>Ports of the eastern coast (e.g. Gdańsk, Gdynia):</p> <p>Maritime Office in Gdyniaul. Chrzanowskiego 10 81-338 Gdynia</p> <p><u>Inland Navigation:</u></p> <p>Inland Navigation Office in Szczecin Pl. Batorego 4 70-207 Szczecin</p>	<p>Tel: +48 91 440 34 00 Fax: +48 91 434 46 56 e-mail: sekretariat@ums.gov.pl www.ums.gov.pl</p> <p>Tel: +48 58 620 22 85 Fax: +48 58 620 30 39 e-mail: dumsekr@umgdy.gov.pl www.umgdy.gov.pl</p> <p>Tel: +48 91 434 02 79 Fax: +48 91 434 01 29 e-mail: sekretariat@szczecin.uzs.gov.pl http://szczecin.uzs.gov.pl/</p>	<p>YES</p>
 <p>Portugal</p>	<p>Autoridade da Mobilidade e dos Transportes (Authority for Mobility and Transport)</p> <p>Palácio Coimbra, Rua de Santa Apolónia, n.º 53, 1100-468 Lisboa</p>	<p>Tel: +351 211 025 800 www.amt-autoridade.pt geral@amt-autoridade.pt</p>	<p>YES (complaints' book)</p>

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Romania	National Authority for Consumer Protection	Tel: +40 311 18 62 Fax: +40 314 34 62 e-mail: office@anpc.ro http://www.anpc.gov.ro/	NO
 Slovakia	Slovak Trade Inspection Prievozska 32 P.O. Box 29 827 99 Bratislava 27, Slovakia	Tel.: +421 258 272 159 Fax: +421 253 414 996 e-mail: martin.biskupic@soi.sk , ui@soi.sk www.soi.sk	YES
 Slovenia	<p>Handling of complaints related to contractual relationships between carriers and passengers/consumers</p> <p>Market Inspectorate Parmova 33 1000 Ljubljana, Slovenia</p> <p>Monitoring of the ability of employees to assist people with disabilities/reduced mobility, availability of information on passenger rights</p> <p>Slovenian Maritime Administration Ukmarjev trg 2, 6000 Koper, Slovenia</p>	<p>Tel.: +386 1 280 87 00 Fax.: +386 1 280 87 40</p> <p>e-mail: gp.tirs@gov.si http://www.ti.gov.si</p> <p>Tel.: +386 5 663 21 00 Fax.: +386 5 663 21 02</p> <p>e-mail: ursp.box@gov.si http://www.up.gov.si</p>	YES

Member States	Organisation	Contact details	Obligation to submit the complaint first to the carrier/ terminal operator
 Spain	<p>Consumer protection</p> <p>AECOSAN Príncipe de Vergara 54, 28006 Madrid</p> <p>Complaints related to safety of ships and deficiencies in accessibility and assistance on board to disabled persons</p> <p>Dirección General de la Marina Mercante Ruiz de Alarcón, nº 1 28071 Madrid (Spain)</p> <p>Ports / Port Terminals Puertos del Estado Avenida del Partenon, 10 28042 Madrid (Spain)</p>	<p>Tel (34) 91 822 44 40 (34)91 822 44 63 e-mail: inc@consumo-inc.es http://consumo-inc.gob.es</p> <p>Tel. +34 91 597 92 70 Fax. +34 91 597 92 35/35 87 e-mail: semar.dgmm@fomento.es http://portalservicios.fomento.es/maritimo.html</p> <p>Tel. +34 91 524 55 19 Fax: +34 91 524 55 05 e-mail: pasajeros@puertos.es www.puertos.es</p>	<p>YES</p> <p>YES</p> <p>YES</p>
 Sweden	<p>Supervision of the Regulation in general:</p> <p>Swedish Consumer Agency</p> <p>Complaints from consumers:</p> <p>National Board for Consumer Disputes (ARN) Box 174 101 23 STOCKHOLM</p> <p>Supervision of disability-related training issues:</p> <p>Swedish Transport Agency</p>	<p>Tel: +46 771 423 300 e-mail: konsumentverket@konsumentverket.se www.konsumentverket.se</p> <p>Tel.: +46 8 508 860 00 Fax: +46 8 508 860 01 e-mail: arn@arn.se www.arn.se</p> <p>Tel: +46 771 503 503 e-mail: sjofart@transportstyrelsen.se www.transportstyrelsen.se</p>	<p>YES</p>

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 United Kingdom	Maritime and Coastguard Agency Spring Place Bay 2/25 105 Commercial Road Southampton S0151EG, United Kingdom	Tel: + 44 (0)2380 329 315 e-mail: neb@mcga.gov.uk www.dft.gov.uk/mca/	YES