



REPUBLIC OF CYPRUS
SHIPPING DEPUTY MINISTRY

**Compliance Monitoring Questionnaire:
Maritime Passenger Rights EU Regulation 1177/2010**

EU Regulation 1177/2010 came into effect on the 18th December 2012. The objective of the Regulation is to ensure a high level of protection for passengers using waterborne transport anywhere in the EU, by establishing certain rights and a minimum quality of service across the EU.

(Please complete as applicable)

Section 1 Information

- a) What mechanisms do you have in place to ensure that passengers are provided with all relevant information before and during their journey, including information on ticket price, conditions of carriage, and any other journey specific information?

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- b) How do you provide information to your passengers in accessible formats (*i.e. formats allowing passengers to access the same information using, for example, text, Braille, audio, video and/or electronic formats*) if so requested?

Please provide details.

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- c) How do you provide passengers with information on access conditions to transport for disabled persons and persons with reduced mobility? This should include full details of accessibility for disabled passengers and passengers with reduced mobility on board ships and at ports/terminals. Please give details.

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d) In the event of cancellation or delay how do you inform the passengers at least 30 minutes after the scheduled time of departure or earlier if the information is available?

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e) What processes do you have in place to keep passengers regularly informed of all circumstances during the period of delay?

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f) How are passengers informed about alternative services, including services available through other carriers in cases of delay/cancellation?

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g) Outline your complaint handling process for passengers who feel that their rights under the legislation have been infringed?

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h) Have you taken any action (website, posters, leaflets, other) to inform passengers of their rights under EU regulation 1177/2010? Please specify.

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i) Do you refer the Shipping Deputy Ministry as the National Enforcement Body on website/literature concerning passenger rights?

Yes No

j) How do you inform passengers that they have a right to appeal to NEB, if dissatisfied with the response they receive in relation to a complaint?

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Section 2 Re-routing, Reimbursement and Assistance

a) Where a passenger service is cancelled or delayed for more than 90 minutes do you offer the passenger the choice between:

- i. Re-routing at the earliest opportunity and at no additional cost or
- ii. Reimbursement of the ticket price (to be paid in full within 7 days)

Yes No

How do you inform passengers of this choice?

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b) Do you have arrangements in place with other carriers in relation to re-routing? If so please specify.

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c) Do you provide snacks, meals, refreshments, proportionate to the length of the delay? Please give details on the process in place to do this.

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d) In cases of long delay do you provide accommodation either on board or ashore (Max. €80 per night)?

Yes No

Please outline the process of providing this for passengers.

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Section 3 Compensation

In accordance with Article 19 of the Regulation, passengers are entitled to compensation amounting to 25% of the ticket price where delay in arrival to the final destination exceeds
1 hour in the case of a scheduled journey up to 4 hours.
2 hours in the case of a scheduled journey of >4 hours but not exceeding 8 hours.
3 hours in the case of a scheduled journey of >8 hours but not exceeding 24 hours.
6 hours in case of a scheduled journey of >24 hours.
If the delay exceeds double the time set out above the compensation due increases to 50% of the ticket price.

a) In cases of long delay how do you notify passengers of their right to compensation according to the criteria listed above?

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b) What arrangements do you have in place to ensure passengers are paid all compensation due to them in cases of long delay within 1 month after the submission of the request for compensation as required by the Regulation?

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Section 4 Disabled Persons and Persons with Reduced Mobility

a) What information do you make available for passengers with specific assistance needs?

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b) In what formats do you make this information available?

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c) Please provide information on how signage at Port Terminals / on board ships meets the needs of disabled passengers.

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d) Do you provide assistance (free of charge) to disabled persons and persons with reduced mobility on embarkation, disembarkation and throughout the journey? Please give details of the assistance you provide.

Yes No

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e) What processes do you have in place for when a passenger with a disability or reduced mobility requests assistance?

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f) If a disabled person or person with reduced mobility requires an accompanying assistant, does the accompanying person travel free of charge?

Yes No

g) What is the advanced notification period required for disabled persons or persons with reduced mobility to request assistance?

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h) Do you offer a free method for disabled persons and persons with reduced mobility to notify you of their assistance requirements e.g., Free phone, website? Please give details.

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i) Do you have designated points of arrival for passengers requiring assistance?

Yes No

How passengers are made aware of these designated arrival points?

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j) What is your policy on the carriage of guide dogs / assistance dogs?

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k) Do you ensure that all mobility equipment is carried free of charge?

Yes No

l) Do you have mechanisms in place to provide compensation in cases where mobility equipment is lost or damaged? Please provide details.

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m) Do you provide a temporary replacement for mobility equipment in cases of loss or damage?

Yes No

n) What assistance is afforded to disabled persons and persons with reduced mobility in planning alternative transport for their journey (in cases where they are refused boarding due to safety concerns, inadequate infrastructure design or inadequate, lack of necessary equipment)?

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o) Do you provide disability awareness training to all your staff? If so, please outline details of training provided.

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p) How often does refresher training take place?

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