European Parliament
2024-2029

Committee on Transport and Tourism

2026/0114(COD)

16.11.2026

***I
DRAFT REPORT

on the proposal for a regulation of the European Parliament and of the Council amending Regulation (EU) 2021/782 as regards the protection of passengers with single tickets
(COM(2026)0233 – C10-0118/2026 – 2026/0114(COD))

Committee on Transport and Tourism

Rapporteur: Jan-Christoph Oetjen

Symbols for procedures

*	Consultation procedure
***	Consent procedure
***I	Ordinary legislative procedure (first reading)
***II	Ordinary legislative procedure (second reading)
***III	Ordinary legislative procedure (third reading)

(The type of procedure depends on the legal basis proposed by the draft act.)

Amendments to a draft act

Amendments by Parliament set out in two columns

Deletions are indicated in ***bold italics*** in the left-hand column. Replacements are indicated in ***bold italics*** in both columns. New text is indicated in ***bold italics*** in the right-hand column.

The first and second lines of the header of each amendment identify the relevant part of the draft act under consideration. If an amendment pertains to an existing act that the draft act is seeking to amend, the amendment heading includes a third line identifying the existing act and a fourth line identifying the provision in that act that Parliament wishes to amend.

Amendments by Parliament in the form of a consolidated text

New text is highlighted in ***bold italics***. Deletions are indicated using either the ▌ symbol or strikeout. Replacements are indicated by highlighting the new text in ***bold italics*** and by deleting or striking out the text that has been replaced.
By way of exception, purely technical changes made by the drafting departments in preparing the final text are not highlighted.

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DRAFT EUROPEAN PARLIAMENT LEGISLATIVE RESOLUTION

on the proposal for a regulation of the European Parliament and of the Council amending Regulation (EU) 2021/782 as regards the protection of passengers with single tickets
(COM(2026)0233 – C10-0118/2026 – 2026/0114(COD))

(Ordinary legislative procedure: first reading)

The European Parliament,

– having regard to the Commission proposal to Parliament and the Council (COM(2026)0233),

– having regard to Article 294(2) and Article 91(1) of the Treaty on the Functioning of the European Union, pursuant to which the Commission submitted the proposal to Parliament (C10-0118/2026),

– having regard to Article 294(3) of the Treaty on the Functioning of the European Union,

– having regard to the opinion of the European Economic and Social Committee of 23 September 2026[1],

– after having consulted the Committee of the Regions,

– having regard to Rule 60 of its Rules of Procedure,

– having regard to the opinion of the Committee on the Internal Market and Consumer Protection,

– having regard to the report of the Committee on Transport and Tourism (A10-0000/2026),

1. Adopts its position at first reading hereinafter set out;

2. Calls on the Commission to refer the matter to Parliament again if it replaces, substantially amends or intends to substantially amend its proposal;

3. Instructs its President to forward its position to the Council, the Commission and the national parliaments.

Amendment 1

Proposal for a regulation
Recital 2 a (new)

[1] OJ C xx, p. xx (not yet published in the Official Journal).

Text proposed by the Commission	*Amendment*
	(2a) To ensure legal clarity and the appropriate application of passenger rights, it is important to distinguish between three types of tickets: single tickets, through-tickets and self-combined tickets. A single ticket covers a successive rail journey purchased in one booking, irrespective of whether it consists of one or several transport contracts. Passengers travelling under a single ticket should enjoy comprehensive passenger rights, including journey continuation, assistance, reimbursement and compensation. The already existing concept of a through-ticket constitutes a subcategory of single tickets. The particular feature is that a through-ticket covers rail services operated by one or more railway undertakings under a single transport contract, whereas a single ticket can comprise one or more transport contracts, provided that the entire journey is purchased in a single commercial transaction. In contrast, self-combined tickets are purchased by passengers in two or more separate transactions. Passengers travelling with self-combined tickets should be entitled to journey continuation and assistance, provided that the applicable minimum connection times are respected at the time of booking.

Or. en

Amendment 2

Proposal for a regulation
Recital 4

Text proposed by the Commission	*Amendment*
(4) To address the shortcomings in current practice, the rights to reimbursement, re-routing, compensation and assistance laid down in Regulation (EU) 2021/782 should be extended to all	(4) To address the shortcomings in current practice, the rights to reimbursement, re-routing, compensation and assistance laid down in Regulation (EU) 2021/782 should be extended to all

trips involving several train services operated by multiple railway undertakings which are sold for one journey under a single ticket. Extending those rights to all trips under a single ticket would enhance passenger welfare and provide comprehensive protection throughout the entire journey, especially in cases of missed connections between services operated by different railway undertakings.

trips involving several train services operated by multiple railway undertakings which are sold for one journey under a single ticket. Extending those rights to all trips under a single ticket would enhance passenger welfare and provide comprehensive protection throughout the entire journey, especially in cases of missed connections between services operated by different railway undertakings. ***In the event of a missed connection, passengers travelling under a single ticket should be entitled to continue their journey on the next available rail service, irrespective of the railway undertaking operating that service, without additional costs and without having to wait for the expiry of the 100-minute period referred to in Article 18(3) of Regulation (EU) 2021/782. To ensure the effective exercise of that right, railway undertakings should conclude the necessary cooperation agreements within one year of the entry into force of this Regulation, providing for the mutual recognition of single tickets and the allocation of costs between railway undertakings. The absence of such agreements should not affect passengers' rights. Passengers should be able to obtain assistance concerning their onward journey from any railway undertaking operating a suitable alternative service. Where a passenger is likely to miss a connection due to a delay, the railway undertaking should provide confirmation of the delay before arrival at the connecting station, which can be presented to another railway undertaking as evidence of the need to use an alternative connecting service. Railway undertakings should exchange all necessary information, especially for the purpose of determining the costs associated with the acceptance and onward transport of passengers following a missed connection, while ensuring that any processing of personal data complies with Regulation (EU) 2016/679.***

Or. en

Amendment 3

Proposal for a regulation
Recital 5

Text proposed by the Commission	*Amendment*
(5) In particular, the right to compensation should apply to the entire journey under the single ticket, except where the single ticket covers a combination of several transport contracts and the scheduled journey time under the single ticket exceeds 12 hours, in which case compensation should be determined per individual transport contract. This limitation is justified by the potential financial risks associated with the possibly significant compensation cost for a journey of such a length, both for the compensation payable and the administrative costs linked to its processing and payment. At the same time, this limitation should not apply to a single ticket corresponding to a through-ticket***, as a through ticket constitutes a single transport contract that is either offered by a sole railway undertaking or by several cooperating railway undertakings***. That limitation should also not apply where the journey under the single ticket includes a night train service, in light of the specific operational characteristics of such services, including their frequencies and duration, which places the passenger in a particularly vulnerable position in the event of missed connections during rail journeys under the single ticket which include night train services, and also given the need to promote night trains as a sustainable and reliable alternative for long-distance travel.	(5) In particular, the right to compensation should apply to the entire journey under the single ticket, except where the single ticket covers a combination of several transport contracts and the scheduled journey time under the single ticket exceeds 12 hours, in which case compensation should be determined per individual transport contract. This limitation is justified by the potential financial risks associated with the possibly significant compensation cost for a journey of such a length, both for the compensation payable and the administrative costs linked to its processing and payment. At the same time, this limitation should not apply to a single ticket corresponding to a through-ticket. That limitation should also not apply where the journey under the single ticket includes a night train service, in light of the specific operational characteristics of such services, including their frequencies and duration, which places the passenger in a particularly vulnerable position in the event of missed connections during rail journeys under the single ticket which include night train services, and also given the need to promote night trains as a sustainable and reliable alternative for long-distance travel.

Or. en

Amendment 4

Proposal for a regulation
Recital 7

Text proposed by the Commission	*Amendment*
(7) When offering single tickets, realistic and applicable minimum connection times should be taken into account to reduce the risk of missed connections.	(7) When offering single tickets, realistic and applicable minimum connection times should be taken into account to reduce the risk of missed connections. ***Those minimum connection times are established by the station manager or, where relevant, by the infrastructure manager in accordance with Commission Implementing Regulation (EU) 2026/253[2] and include minimum times within one station, several stations that form a meta station, and connection times adapted for persons with disabilities and persons with reduced mobility as well as for passengers transporting a bicycle. In order to take into account personal needs, passengers should have the possibility to extend the connection times between each individual leg of the journey at the time of booking the single ticket.***

[2] Commission Implementing Regulation (EU) 2026/253 of 6 February 2026 on a technical specification relating to the telematics subsystem of the rail system in the European Union for interoperability of data sharing in rail transport (TEL TSI) and repealing Regulations (EU) No 454/2011 (TAP TSI) and (EU) No 1305/2014 (TAF TSI) (OJ L, 2026/253, 10.2.2026, ELI: http://data.europa.eu/eli/reg_impl/2026/253/oj).

Or. en

Amendment 5

Proposal for a regulation
Recital 7 a (new)

Text proposed by the Commission	*Amendment*
	(7a) The single ticket should include where possible the free use of urban public transport for the first and last mile connection at the places of departure and final destination of the single journey. This should also foster the use of public transport in order to facilitate a door-to-door journey for passengers and ensure that the benefits of single tickets are accessible to passengers irrespective of their place of residence. Any disruption on the urban public transport service that leads to disruptions in connection with the single ticket should not be taken into account when establishing the rail passenger rights under Regulation (EU) 2021/782.

Or. en

Amendment 6

Proposal for a regulation
Recital 8

Text proposed by the Commission	*Amendment*
(8) Claiming reimbursement and compensation under Regulation (EU) 2021/782 should be easy for passengers. ***Railway undertakings are required to inform passengers about their rights and passengers have the right to submit their request using*** the common form adopted under Commission Regulation (EU) 2024/949[5].	(8) Claiming reimbursement and compensation under Regulation (EU) 2021/782 should be easy for passengers. ***For that purpose, the passenger should receive within 96 hours of the termination of the journey*** the common form adopted under Commission Regulation (EU) 2024/949[3] ***as well as all relevant information relating to the passenger rights from the railway undertaking that caused that disruption***.
[5] Commission Implementing Regulation (EU) 2024/949 of 27 March 2024 establishing a common form for rail passengers' reimbursement and compensation requests for delays, missed connections and cancellations of rail	[3] Commission Implementing Regulation (EU) 2024/949 of 27 March 2024 establishing a common form for rail passengers' reimbursement and compensation requests for delays, missed connections and cancellations of rail

services in accordance with Regulation (EU) 2021/782 of the European Parliament and of the Council (OJ L, 2024/949, 2.4.2024, ELI: http://data.europa.eu/eli/reg_impl/2024/949/oj).

services in accordance with Regulation (EU) 2021/782 of the European Parliament and of the Council (OJ L, 2024/949, 2.4.2024, ELI: http://data.europa.eu/eli/reg_impl/2024/949/oj).

Or. en

Amendment 7

Proposal for a regulation
Recital 10

Text proposed by the Commission	*Amendment*
(10) Railway undertakings, ticket vendors and tour operators should be encouraged to cooperate for the benefit of passengers travelling under a single ticket. Therefore, while railway undertakings should remain liable in the event of missed connections occurring in the course of a railway journey under a single ticket, they should be allowed to entrust another railway undertaking, ticket vendor or tour operator with the processing of any rights to reimbursement, rerouting, assistance and compensation. Passengers should be clearly informed before purchasing a single ticket about such transfer of tasks. That transfer should ***not*** affect the liability of the ***transferring*** railway undertaking.	(10) Railway undertakings, ticket vendors and tour operators should be encouraged to cooperate for the benefit of passengers travelling under a single ticket. Therefore, while railway undertakings should remain liable in the event of missed connections occurring in the course of a railway journey under a single ticket, they should be allowed to entrust another railway undertaking, ticket vendor or tour operator with the processing of any rights to reimbursement, rerouting, assistance and compensation. Passengers should be clearly informed before purchasing a single ticket about such transfer of tasks. That transfer should ***under no circumstance*** affect the liability of the railway undertaking ***that caused the missed connection to apply the passenger rights under this Regulation (EU) 2021/782***. ***Railway undertakings should conclude the necessary cooperation agreements to ensure the effective application of passenger rights under Regulation (EU) 2021/782 within one year of its entry into force.***

Or. en

Amendment 8

Proposal for a regulation
Article 1 – paragraph 1 – point 1 – point b a (new)
Regulation (EU) 2021/782
Article 3 – point 9 b (new)

Text proposed by the Commission	*Amendment*
	‘(9b) ‘self-combined ticket’ means two or more tickets for successive railway services purchased by a passenger in separate commercial transactions, provided that the applicable minimum connection times between those services are respected at the time of booking;’;

Or. en

Amendment 9

Proposal for a regulation
Article 1 – paragraph 1 – point 1 a (new)
Regulation (EU) 2021/782
Article 10 – paragraph 2 a (new)

Text proposed by the Commission	*Amendment*
	(1a) In Article 10, the following paragraph is inserted:
	‘(2a) Railway undertakings shall exchange all information necessary to implement the cooperation agreements referred to in Article 12(2b). Railway undertakings shall ensure that the information is exchanged through interoperable electronic systems in a timely, transparent and non-discriminatory manner. Any processing of personal data shall be limited to what is necessary for those purposes and shall comply with Regulation (EU) 2016/679’.

Or. en

Amendment 10

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 2

Text proposed by the Commission	*Amendment*
2. For journeys involving long-distance or regional rail passenger services under a single ticket, the railway undertaking whose delayed or cancelled or early departed service causes a missed connection with one or more services under that same single ticket shall be liable in accordance with Articles 18, 19 and 20 for all relevant disruption occurring during the entire journey if the passenger misses one or more connections. Railway undertakings ***whose*** services ***under a single*** ticket ***are missed due to a missed connection*** shall allow the passenger to continue the journey on their next service, ***subject to the availability of seats***.	2. For journeys involving long-distance or regional rail passenger services under a single ticket, the railway undertaking whose delayed or cancelled or early departed service causes a missed connection with one or more services under that same single ticket shall be liable in accordance with Articles 18, 19 and 20 for all relevant disruption occurring during the entire journey if the passenger misses one or more connections. ***Where a passenger travelling with a single ticket misses a connection, the passenger shall be entitled to continue the journey on the next available rail service towards the final destination, irrespective of the railway undertaking operating that service.*** Railway undertakings ***operating such*** services ***shall accept the passenger for onward travel without additional cost and without requiring the purchase of a new*** ticket***. Railway undertakings*** shall allow the passenger to continue the journey on their next service, ***even without a seat, provided that the applicable safety requirements are met and the passenger agrees to do so***. ***This right shall apply immediately following the missed connection, without prejudice to Article 18(3).***

Or. en

Amendment 11

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 2 a (new)

Text proposed by the Commission	*Amendment*
	2a. To guarantee a minimum number of available seats, railway undertakings which offer services exclusively with compulsory train reservation should keep a minimum number of seats available for passengers with missed connections. The number of seats to be reserved shall be determined by the railway undertaking and shall be sufficient to ensure that, under normal operating conditions, passengers travelling under a single ticket who have missed a connection can continue their journey on the next available service.

Or. en

Amendment 12

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 2 b (new)

Text proposed by the Commission	*Amendment*
	2b. Railway undertakings operating long-distance or regional rail passenger services shall, within one year of the entry into force of this Regulation, conclude the cooperation agreements necessary to ensure the effective exercise by the passenger of the right to a single ticket as referred to in paragraph 2. Such agreements shall provide, in particular, for the mutual recognition of single tickets in the event of missed connections, the exchange of the information necessary to facilitate the onward journey of the passenger and the allocation and settlement of costs between railway undertakings. Such a cost allocation shall take into account the respective shares of the ticket price and the proportion of the total journey distance covered by each

railway undertaking.

Or. en

Amendment 13

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 4 a (new)

Text proposed by the Commission	*Amendment*
	4a. Before selling the ticket, the railway undertaking, ticket vendor or tour operator shall inform the passenger of the minimum applicable connection times established under Article 15(1), point (a) or (b), of Commission Regulation (EU) 2026/253 and shall give the passenger the option to add additional connection time between each individual leg.

Or. en

Amendment 14

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 6 a (new)

Text proposed by the Commission	*Amendment*
	6a. Article 18(1), points (b) and (c), Article 18(2), (3) and (4) and Article 20, shall apply to self-combined tickets.

Or. en

Amendment 15

Proposal for a regulation
Article 1 – paragraph 1 – point 2 – point c
Regulation (EU) 2021/782
Article 12 – paragraph 6 b (new)

Text proposed by the Commission	*Amendment*
	6b. Single tickets shall include the free use of urban public transport for the first and last mile connection at the places of departure and final destination of the single journey. Chapter IV of this Regulation shall not be applicable in the event of disruption caused by local transport.

Or. en

Amendment 16

Proposal for a regulation
Article 1 – paragraph 1 – point 2 a (new)
Regulation (EU) 2021/782
Article 18 – paragraph 1 – point a

Present text	*Amendment*
	(2a) In Article 18(1), point (a) is replaced by the following:
(a) reimbursement of the full ***cost*** of the ***ticket, under the conditions by which it was paid,*** for the part or parts of ***his or her*** journey not made and for the part or parts already made if the journey is no longer serving any purpose in relation to the passenger's original travel ***plan***, together with, ***when*** relevant, a return service to the ***first*** point of departure at the earliest opportunity;	'(a) ***automatic*** reimbursement ***within seven calendar days by means chosen by the passenger, including by electronic bank transfer or, if explicitly agreed by the passenger, by other means,*** of the full ***price*** of the ***tickets*** for the part or parts of ***the*** journey ***or journeys*** not made***,*** and for the part or parts ***of the journey or journeys*** already made if the journey is no longer serving any purpose in relation to the passenger's original travel ***plans***, together with, ***where*** relevant, a return service to the ***initial*** point of departure***,*** at the earliest opportunity;';

Or. en

(32021R0782)

Amendment 17

Proposal for a regulation
Article 1 – paragraph 1 – point 2 b (new)

Regulation (EU) 2021/782
Article 18 – paragraph 5

Text proposed by the Commission	*Amendment*
	(2b) in Article 18, paragraph 5 is deleted;

Or. en

(32021R0782)

Amendment 18

Proposal for a regulation
Article 1 – paragraph 1 – point 2 c (new)
Regulation (EU) 2021/782
Article 18 – paragraph 6

Text proposed by the Commission	*Amendment*
	(2c) in Article 18, paragraph 6 is deleted;

Or. en

(32021R0782)

Amendment 19

Proposal for a regulation
Article 1 – paragraph 1 – point 2 d (new)
Regulation (EU) 2021/782
Article 18 – paragraph 7

Text proposed by the Commission	*Amendment*
	(2d) in Article 18, paragraph 7 is deleted;

Or. en

(32021R0782)

Amendment 20

Proposal for a regulation
Article 1 – paragraph 1 – point 3 a (new)

Regulation (EU) 2021/782
Article 19 – paragraph 6

Present text	*Amendment*
	(3a) in Article 19, paragraph 6 is replaced by the following:
6. Member States may require railway undertakings to accept requests for compensation ***by particular means of communication, provided that the request does not create discriminatory effects. Passengers shall have the right to submit their requests using the common form referred to in paragraph 5. Railway undertakings shall not reject a request for compensation solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise***, the railway undertaking shall ***ask the passenger to clarify the request and shall assist*** the passenger ***to do so***.	'***6. Where a passenger may have a right to*** compensation, the railway undertaking shall***, within 96 hours of the termination of the journey, electronically provide*** the passenger ***with information on the passenger's right to compensation, and clear instructions on how to submit a request for such compensation***.';

Or. en

(32021R0782)

Amendment 21

Proposal for a regulation
Article 1 – paragraph 1 – point 3 b (new)
Regulation (EU) 2021/782
Article 19 – paragraph 7

Present text	*Amendment*
	(3b) in Article 19, paragraph 7 is replaced by the following:
7. The compensation of the ticket price shall be paid within one month after the submission of the request for compensation. The compensation ***may*** be paid in vouchers and/or other services if the terms are flexible, in particular regarding the validity period and destination. ***The compensation shall be paid in money at the request of the passenger.***	'7. The compensation of the ticket price shall be paid within one month after the submission of the request for compensation. The compensation ***referred to in paragraph 1 shall be paid by electronic bank transfer to the account indicated by the passenger submitting the request. The railway undertaking and the passenger submitting the request may agree, on a durable medium, that the***

compensation be paid in vouchers and/or other services if the terms are flexible, in particular regarding the validity period and destination.'

Or. en

(32021R0782)

Amendment 22

Proposal for a regulation
Article 1 – paragraph 1 – point 3 c (new)
Regulation (EU) 2021/782
Article 20 – paragraph 1

Present text	*Amendment*
	(3c) in Article 20, paragraph 1 is replaced by the following:
1. ***In the case of*** a delay ***in*** arrival ***or departure***, ***or cancellation of*** a service***,*** passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time of the service or the replacement service by the railway undertaking or by the station manager as soon as such information is available. Where ticket vendors and tour operators have such information, they shall also provide it to the passenger.	1. ***Where a passenger is likely to miss a connection due to*** a delay***, the railway undertaking operating the delayed service shall, before*** arrival ***at the connecting station***, ***provide the passenger with confirmation of the delay.***
	In the event of a missed connection during a journey under a single ticket, passengers shall be entitled to obtain information and assistance concerning the continuation of their journey from any railway undertaking operating a suitable service towards their final destination, irrespective of whether that railway undertaking issued the ticket or operated a service ***included in the original booking. Passengers shall not be required to contact the railway undertaking from which the single ticket was purchased before exercising their right to journey continuation as referred to in Article 12(2).***

In the event of any travel disruption that would give rise to the rights set out in this Regulation, the railway undertaking shall, as soon as possible, fully inform the affected passengers and communicates to them the rules for reimbursement, rerouting, compensation and assistance in line with this Regulation.

Passengers shall be kept informed of the situation and of the estimated departure time and estimated arrival time of the service or the replacement service by the railway undertaking or by the station manager as soon as such information is available. Where ticket vendors and tour operators have such information, they shall also provide it to the passenger**.**

At railway stations, that offer long-distance or cross-border services, the information on passenger rights and assistance shall be provided in the local language as well as in English, and the passenger shall be able to receive information and tickets for re-routing options from any railway undertaking that offers feasible re-routing options.

Or. en

(32021R0782)

Amendment 23

Proposal for a regulation
Article 1 – paragraph 1 – point 3 d (new)
Regulation (EU) 2021/782
Article 20 – paragraph 4

Present text	*Amendment*
	(3d) in Article 20, paragraph 4 is replaced by the following:
4. Railway undertakings shall ***inform*** affected passengers ***how to request*** certification that the rail service has suffered a delay, led to a missed connection or that it has been cancelled.	4. Railway undertakings shall ***provide to the*** affected passengers certification that the rail service has suffered a delay, led to a missed connection or that it has been cancelled. This certification shall also

This certification shall also apply in connection with the provisions laid down in Article 19.	apply in connection with the provisions laid down in Article 19.

Or. en

(32021R0782)

Amendment 24

Proposal for a regulation
Article 1 – paragraph 1 – point 3 e (new)
Regulation (EU) 2021/782
Annex II – Part II

Present text	*Amendment*
	(3e) Annex II is replaced by the following:
Part II: Information during the journey	'Part II: Information during the journey
On-board services and facilities, including Wi-Fi	On-board services and facilities, including Wi-Fi
Next station	Next station
Disruptions and delays (planned and in real time)	Disruptions and delays (planned and in real time)
	Missed connections and possible alternative routing
Main connecting services	Main connecting services
Security and safety issues	Security and safety issues'

Or. en

(32021R0782)

EXPLANATORY STATEMENT

With this Regulation, the European Commission aims to strengthen the rights of rail passengers travelling under a single ticket, particularly where their journey involves services operated by different railway undertakings. At present, passengers who purchase a journey involving different railway undertakings in a single booking do not necessarily enjoy the same protection as passengers travelling under a single transport contract. The Commission therefore proposes to extend existing rights to reimbursement, compensation, assistance and re-routing to journeys purchased under a single ticket, irrespective of whether they involve one or several transport contracts.

The rapporteur strongly supports the Commission's objective of strengthening passenger rights and making rail travel across Europe more attractive. However, the rapporteur considers that the proposal should go further to ensure that these rights can be exercised effectively in practice.

The main priority of the rapporteur is to ensure that passengers can continue their journey as quickly and easily as possible when they miss a connection through no fault of their own. Under the proposed amendments, passengers travelling under a single ticket should be entitled to board the next available train towards their final destination, irrespective of the railway undertaking operating that service. They should not be required to purchase a new ticket or wait for the expiry of the 100-minute period currently provided for in Regulation (EU) 2021/782.

To make this right effective in practice, the rapporteur also proposes that railway undertakings operating services only with compulsory reservations, keep an appropriate number of seats available for passengers who have missed connections through no fault of their own, taking into account normal operating conditions. Where no seats are available, passengers should nevertheless be allowed to continue their journey without a seat, provided that the applicable safety requirements are respected and the passenger agrees.

Another priority for the rapporteur is to make passenger information in the event of travel disruptions more practical. Where a passenger is likely to miss a connection due to a delay, the railway undertaking operating the delayed service should provide confirmation of the delay before arrival at the connecting station. This confirmation could be presented to another railway undertaking as evidence of the need to use their connecting service. Passengers should also be able to obtain information on connecting services and assistance directly from any railway undertaking offering a suitable alternative service, without first having to contact the company from which the original ticket was purchased. In addition, information at stations offering long-distance or cross-border services should be available not only in the local language, but also in English.

Further, the rapporteur aims to simplify the procedures for reimbursement and compensation. Passengers should not face unnecessary administrative obstacles when claiming their rights. Drawing on the approach taken in the recently revised EU air passenger rights regulation, the report therefore proposes automatic reimbursement within seven calendar days once the passenger has chosen this option. Furthermore, where passengers may be entitled to compensation, railway undertakings should be required to inform them electronically within

96 hours of the end of their journey and provide clear instructions on how to submit a claim. Compensation should normally be paid by electronic bank transfer, unless another payment method has been agreed with the passenger.

In addition, the rapporteur proposes that single tickets include free access to urban public transport for the first and last mile of the journey, facilitating seamless door-to-door travel, while ensuring that disruptions caused by such services should not give rise to passenger rights under this Regulation.

Moreover, the rapporteur suggests that passengers should be informed of the applicable minimum connection times before purchasing their tickets and be given the possibility to select longer connection times for each individual connection. This would be particularly beneficial for passengers with the need of special travel arrangements.

At the same time, the rapporteur recognises that clearly defining the liability of railway undertakings is crucial to the effective implementation of passengers' rights, in particular with regard to reimbursement and compensation. The report therefore requires railway undertakings to conclude the necessary cooperation agreements among themselves within one year of the entry into force of the Regulation. This allows railway undertakings to build on existing cooperation arrangements and develop practical solutions tailored to their specific circumstances, rather than imposing a one-size-fits-all formula through the Regulation. Overall, the rapporteur takes the view that a clear distinction must be made between the passenger's perspective and that of the railway undertakings. The aim must be to ensure that the complexity of providing passenger rights for single tickets does not affect the perceived ease of onward travel for passengers in the event of missed connections. A single ticket will only be successful if it is genuinely practical.