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Answer given by Mr McGrath
on behalf of the European Commission
(25.3.2025)

It is within the competence of the Member States to apply public policy and public security measures to prevent violence and hooliganism at sports events.

If the persons concerned consider that their rights have been violated, national courts would be competent to assess their claim, in accordance with the applicable national law.

General EU consumer protection legislation does not regulate the consequences of the intervention by national authorities, such as in this case, resulting in the impossibility for consumers to use a booked service. Such situations must be addressed under the applicable national law. However, if the affected consumers had booked a travel package within the meaning of Directive (EU) 2015/2302¹, it could be assessed whether the packages may be cancelled due to unavoidable and extraordinary circumstances, in which case travellers are entitled to a refund. In any event, the Commission has no competence to intervene in disputes between individual service providers and consumers. This is within the competence of national dispute resolution bodies and courts².

As for the reimbursement of travel expenses, EU rules do not provide for any passenger right in case the passenger is prevented from travel and has to cancel the reservation. The passenger's entitlement to a refund depends on the carrier's terms and conditions.

As stated in the First progress report of the EU Strategy on combating antisemitism and fostering Jewish life³, the Commission and the Union of European Football Associations adopted in June 2022 the third cooperation agreement. One of the main objectives is to promote European values through the power of football, which is reflected by emphasizing the importance of football in the prevention of and fight against racism and antisemitism in Europe.

¹ Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC. OJ L 326, 11.12.2015, p. 1–33.

² Information on EU consumer rights, the competent national authorities, European Consumer Centres, consumer organisations and dispute resolution mechanisms is available at: https://europa.eu/youreurope/citizens/consumers/index_en.htm; https://commission.europa.eu/strategy-and-policy/policies/consumers/consumer-protection-policy/our-partners-consumer-issues/national-consumer-bodies_en

³ Adopted on 14 October 2024; https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/racism-and-xenophobia/combating-antisemitism/eu-strategy-combating-antisemitism-and-fostering-jewish-life-2021-2030/first-progress-report-eu-strategy-combating_en?prefLang=ro