

(English version)

**Question for written answer E-002654/26
to the Commission
Sophia Kircher (PPE)
(26 June 2026)**

Subject: Consistent rail passenger rights across the EU

Regulation (EU) 2021/782 has further harmonised and strengthened rail passengers' rights in the European Union. It lays down passengers' rights in the event of delays and train cancellations, including requirements for railway undertakings to provide information as well as support services such as meals and, where necessary, accommodation. While these rules are applicable throughout the EU, there are significant differences when it comes to their practical implementation in the Member States, particularly with regard to the scope and provision of passenger support services.

1. How does the Commission view the implementation and enforcement of this regulation in the Member States, particularly as regards the interpretation of the terms 'practically available' and 'where practically possible', and what is being done to ensure that railway undertakings document extraordinary circumstances coherently in accordance with Article 19(10) ('*force majeure*'), to ensure that passengers can scrutinise any rejection of their compensation claims?
2. How does the Commission plan to ensure consistency in national implementation and interpretation practices for this regulation, particularly given the existing exceptions for regional and suburban services in individual Member States?
3. In the Commission's view, what are the minimum requirements for passenger care and support in the event of prolonged service disruptions or emergencies, particularly as regards the provision of food, drinking water and emergency packs on trains — which some Member States and rail undertakings already do?

Submitted: 26.6.2026

**Answer given by Mr Tzitzikostas on behalf of the European Commission
(13 August 2026)**

1. It is for the Member States and in particular their National Enforcement Bodies (NEBs) ⁽¹⁾ to closely monitor compliance with Regulation (EU) 2021/782 ⁽²⁾ and to take the measures necessary to ensure that the rights of passengers are upheld, including with regard to Article 19(10) of the regulation. With a view to a harmonised implementation and enforcement of the regulation, the Commission organises expert group meetings, where NEBs of all Member States exchange their experiences on enforcement practices, emerging issues and possible solutions. At the same time, if NEBs and Member States do not correctly implement and apply the EU rules on passenger rights the Commission may decide to take appropriate action.
2. In its recent Report on the implementation and the results of this regulation ⁽³⁾, the Commission found that the pattern of exemptions has become more structured and more limited than under the previous Regulation. While derogations do still exist, especially for urban, suburban and regional services, they are now more often targeted, time-limited and specific to certain provisions. This indicates a gradual narrowing of exemptions and a corresponding expansion of the regulation's effective scope in practice.
3. The Commission would like to refer to Article 20 of the regulation, which defines the minimum requirements for passenger care in the form of refreshments, meals and accommodation, as well as support in the event of major disruptions.

⁽¹⁾ https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en.

⁽²⁾ <https://eur-lex.europa.eu/eli/reg/2021/782/oj/eng>.

⁽³⁾ COM(2026) 228 final.