

# Passenger Rights Legislation

## Customer information



EU Regulation 181/2011

### Knowing your rights as a passenger

Dublin Express actively seeks to comply with all applicable parts of EU Regulation 181/2011 concerning the rights of passengers in bus and coach transport (the "Regulation").

The Regulation applies to all customers travelling on domestic services within the EU. Amongst other things, the Regulation provides requirements relating to: travel for disabled customers, complaints processes, provision of information throughout passenger journey and non-discrimination.

A full version of the legislation is available from:

<https://europa.eu/youreurope/citizens/travel/passenger-rights/bus-and-coach>

We are committed to delivering safe and inclusive services where our customers are appropriately informed, assisted (where necessary) and compensated should anything go wrong.

We are required to provide adequate, appropriate and comprehensible details regarding rights under the Regulation, available upon request and in an accessible format.

Under the terms of the Regulation, Dublin Express will:

- not discriminate on nationality or where your ticket is purchased
- not refuse travel based on the grounds of disability or reduced mobility (unless it is on the grounds of safety or infrastructure or the design of the vehicle)
- deliver disability awareness training to all front line staff (including our drivers)
- pay compensation for any lost or damaged wheelchairs or other mobility equipment when it is proven that we are at fault
- provide adequate information about your journey and throughout your journey (in an accessible format upon request)
- provided you submit any complaint within 3 months, we will provide an initial response within 1 month of receipt and a final response within 3 months of receipt (we aim to exceed this requirement)

If you feel your rights as a passenger have been breached, please let us know.

You can contact us on any of the following:

 [dublinexpress.ie](http://dublinexpress.ie)

 [facebook.com/dublinexpresscoach](https://facebook.com/dublinexpresscoach)

 **+353 1 903 9508**  
(calls charged at a local rate)

 [@dublin\\_express](https://twitter.com/dublin_express)

If you want to make a complaint about your coach trip, contact our Customer Service Team on +353 1 903 9508 or by email or post using the details on the "contact us" page at [dublinexpress.ie](http://dublinexpress.ie). If you are not happy with the response from Dublin Express, contact the National Transport Authority, Dún Scéine, Harcourt Lane, Dublin 2 email [info@nationaltransport.ie](mailto:info@nationaltransport.ie)

Dublin Express Customer Relations  
National Express House, Mill Lane,  
Digbeth, Birmingham B5 6DD



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