

## **PASSENGER RIGHTS**

Starting from December 18<sup>th</sup>2012 the EU Regulation No 1177/2010 (the Regulation) on passengers' rights in maritime and inland waterways has entered into force. Directorate for Internal Market, Division for Consumer Protection and Competition is in charge of ensuring that the rights of passengers under this Regulation are respected in Slovenia.

For the port areas that are dedicated to cruise sector and managed by Luka Koper – Port of Koper, the information from this Regulation are available to public on Luka Koper- Port of Koper website <https://www.luka-kp.si>.

### **Complaint Management**

According to Article 24 of the Regulation, the passenger may make a formal complaint either to the Carrier or to the Terminal operator within two (2) months from the date on which the service has or should have been performed.

Any complaints to the terminal operator can be submitted:

By letter to Luka Koper, Vojkovo nabrezje 38, 6501 Koper

By e-mail to [portkoper@luka-kp.si](mailto:portkoper@luka-kp.si)

Luka Koper – Port of Koper will acknowledge the receipt of the complaint to the passenger within five (5) working days from the date of submission and respond within sixty (60) days.

If the carrier has not responded to the passenger within the time limit or if the passenger is not satisfied with the response, they may contact authorities. Complaints relating to passenger traffic services shall be sent to the regional authority of the EU member country on whose territory the ports where the ships depart are located, or if the ships depart from a third country, the EU member country they arrive to.

**The EU Regulation of Passengers Rights is attached to this document.**

The passenger has a right to receive adequate information for the entire duration of the trip. The passengers have a right to receive information concerning their rights, complaint procedures and the contact information of the national enforcement bodies. Disabled persons and persons with reduced mobility have a right to receive information concerning accessibility.

### **Services for passengers with disabilities or reduced mobility (PRM)**

#### **- Accessibility**

Passengers with disabilities or reduced mobility (PRM) enjoy barrier-free access to the port facility managed by Luka Koper, whether they arrive by car, public transportation or on foot. Parking and toilets are fully accessible. If needed the terminal operator can provide also assistance to those passengers. Wheelchairs are available in each terminal.

#### **- Public information**

Luka Koper – Port of Koper within its area of competence, ensures the availability of all information on the rights of passengers travelling by sea. A summary of the provisions of the Regulation as well as the assistance services provided by the terminal operator are available on Luka Koper – Port of Koper website and at the information point on terminal during ship stay.

#### **- Assistance to passengers with disabilities or reduced mobility**

Luka Koper and Shore excursion operator, within their areas of competence, provide assistance to PRM passengers. In accordance with Article 11 of the Regulation, the passenger applying for assistance shall notify the operator of his specific needs at the latest forty eight (48) hours before the assistance is required by email or letter.

PRM passengers may notify their arrival at the terminal entrance in order to provide the staff for assistance to reach the ship. Very close to the terminal entrance is provided a drop-on and drop-off space for PRM passengers.