

Statement

Subject: 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

Vienna, 29.09.2026

The Austrian Disability Council is the legally established representative body for over 1.4 million persons with disabilities in Austria. It brings together more than 85 member organisations. Due to the diversity of its member organisations, the Austrian Disability Council has unique expertise on all issues concerning persons with disabilities.

The Austrian Disability Council thanks the Federal Ministry for Innovation, Mobility and Infrastructure for the opportunity to submit its comments and is pleased to provide the following statement:

General remarks

We generally welcome the proposed rules at EU level and remain committed to contributing our expertise to the ongoing process. In our view, the following aspects are of particular relevance in the context of the revision of the Regulation:

- **accessibility of all booking and ticketing platforms**

We recall the obligations arising from Art 9 of the UN Convention on the Rights of Persons with Disabilities (CRPD), which requires States Parties to take appropriate measures to ensure accessibility on an equal basis with others. As a Party to the

CRPD, the European Union is legally bound to implement the rights and obligations enshrined therein. Accordingly, the revised Regulation should expressly require the accessibility of all booking and ticketing platforms, including websites and mobile applications, in order to ensure that persons with disabilities can access and use such services on an equal basis with others.

- **accessibility of complaints and customer service procedures**

Complaint mechanisms and customer service procedures must be fully accessible so that passengers with disabilities can effectively exercise their rights.

- **assistance requests**

Passengers should be able to request and arrange assistance directly as part of the ticket purchasing process. A single assistance request should be sufficient for the entire journey and should be transmitted automatically to all railway undertakings responsible for the respective journey segments. Passengers should not be required to submit separate assistance requests for individual segments of a journey.

- **assistance in the event of disruption**

In the event of delays, cancellations or the need to arrange onward travel, it must be ensured that assistance services remain available without interruption and that persons with disabilities continue to receive any necessary support without additional barriers or undue delays.

- **information on changes affecting accessibility**

Passengers should be proactively informed of any changes occurring after booking that affect the accessibility of the journey, for example where an accessible carriage or accessible toilet is no longer available. Such information should be provided as soon as possible and in an accessible format, enabling passengers with disabilities to make appropriate arrangements where necessary.

- **information on accessibility**

Clear, accurate and reliable information on the accessibility of railway stations and trains must be made available to passengers. Such information should be provided already at the booking stage and enable passengers to determine whether their departure, transfer and destination stations, as well as the relevant train services,

are accessible. This information should be comprehensive, up to date and provided in accessible formats.

In this context, we would like to draw attention to the Concluding Observations of the UN Committee on the Rights of Persons with Disabilities following its review of the European Union in March 2025. The Committee explicitly addressed the need to ensure that information is made available in accessible formats.¹ The revision of the Regulation should therefore ensure that accessibility information is provided in formats that are accessible to persons with different disabilities, in line with the EU's obligations under the CRPD.

- **Discounts and preferential treatment**

Passengers should be able to indicate, at the time of booking, their eligibility for any applicable discounts or preferential treatment for each segment of their journey and benefit from such entitlements without unnecessary additional steps. Booking platforms should therefore for example provide the option to indicate the European Disability Card.

We remain available at any time should you have any questions or wish to discuss these matters further. We would be pleased to continue the dialogue and contribute our expertise to the ongoing process.

Sincerely



For the president Klaus Widl
Mag. Victoria Biber, LL.M.

¹ Committee on the Rights of Persons with Disabilities, Concluding observations on the combined second and third periodic reports of the European Union (CRPD/C/EU/CO/2-3), 6 (27a), tbinternet.ohchr.org/_layouts/15/treatybodyexternal/Download.aspx?symbolno=CRPD%2FCO%2FEUR%2FCO%2F2-3&Lang=en (last accessed: 28.09.2026).