



National Transport Authority

**Republic of Ireland National Enforcement Body
Activity Report 2025**

**Rights of Passengers travelling by Sea and Inland Waterway
Regulation (EU) No 1177/2010**

June 2025

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Regulation (EU) No 1177/2010

1. Introduction

Under the provisions of Article 26 of the Regulation (EU) 1177/2010, the National Enforcement Bodies (NEBs) of each EU Member State are required to publish a report on their activities in the previous 2 calendar years.

The National Transport Authority is the designated National Enforcement Body for maritime passenger rights in Ireland. Ireland has not applied for any exemption under Articles 2(4) and 2(5) of the Regulation.

The NTA's role as the Irish NEB is prescribed in national regulations (S.I. no. 394 of 2012). These regulations also set out the penalties that can be imposed in cases of non-compliance.

2. The Irish National Enforcement Body

The National Transport Authority is a statutory body established by the Minister for Transport on 1 December 2009. The Authority's remit is provided for under the Dublin Transport Authority Act 2008, the Public Transport Regulation Act 2009 and the Taxi Regulation Act (2013) for securing the provision of public passenger land transport services, licensing of public bus passenger services, regulation of the small public service vehicle sector, the provision and operation of a smartcard integrated ticketing scheme and integrated information schemes for public transport and all associated administrative activities. The Authority is also the national enforcement body responsible for the rights of passenger travelling by rail or on sea and inland waterways and bus and coach. The commission for aviation regulation is responsible for air passenger rights in Ireland.

The NTA also has responsibility for the development of an integrated transport system within the [Greater Dublin Area](#) (GDA). The principal functions of the NTA with respect to the GDA are:

- Strategic planning of transport;
- Development of an integrated, accessible public transport network;
- Promoting cycling and walking;
- Provision of public transport infrastructure generally including light rail, metro and heavy rail;
- Effective management of traffic and transport demand.

In addition to its statutory responsibilities, the Authority has various arrangements with the Department of Transport to discharge functions on its behalf with regard to the following:

- Regional cities traffic management grants
- National Accessibility Programme
- Smarter Travel Workplaces and campuses
- Smarter Travel schools
- Rural Transport

The Authority is financed by central government. We currently have a staff across a range of areas, planners, engineers, economists, accounts, IT, admin and communications.

3. Background Information on the Maritime Sector in Ireland

The Maritime transport market in Ireland can be split into 2 sectors the domestic sector and the international sector.

Domestic Passenger Market

The domestic sector is primarily services from the mainland to a number of islands off the coast of Ireland. There are two types of service:

- Services subsidised by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media. These services run on all round year basis.
- Private commercial services no subsidy provided. These services tend to be operated on a seasonal basis during the summer months.

In addition there are a number of ferry services operating between 2 points on the mainland. All operators hold a passenger ship certificate issued by the Department of Transport.

The International Passenger Market

The international passenger market is centred on 3 ports in Ireland namely Dublin (Dublin Port), Rosslare and Cork. The services are all operated on a commercial basis by operators using non Irish flagged vessels. The services are to destinations in the United Kingdom, Spain and France. These services are operated all year round and cater for both foot passengers and passengers with cars. An additional summer service operates to the Isle of Man together with enhanced capacity on the Dublin France route during the summer season. All vessels operating on the routes hold Passenger Ship Certificates from the Department of Transport. The figures below are for total passenger journeys into and out of Ireland 2023- 2024.

Table.1. International Passenger journeys embarking and disembarking in Ireland in 2023 - 2024 by Port.

Port	Cork	Dublin Port	Rosslare
2023	118,256	1,743,565	643,130
2024	112,450	1,639,350	632,254

Cruise Ships

There are also a number of ports which are stops on cruise lines operation. The main ports that engage in the cruise industry are Dublin and Cork. The ports of Galway, Waterford and Dun Laoghaire also have cruise ship calls but these are to a lesser extent.

The Table below provides details of the number of cruise ships and cruise passengers visits to Irish ports in 2023 and 2024.

Table.3. Cruise ships and cruise passenger visits in Ireland during 2023 and 2024

Year	2023	2024
Cruise ships visits	272	292
Passenger numbers	372,265	360,273

4. Complaint Handling

Passengers can submit complaints directly to the operator or to the Authority. On receipt of a complaint directly to the Authority, we would advise passengers to contact the operator directly if they have not already done so. On receipt of a passenger complaint the Authority will decide if it is a valid complaint under the regulations and if so conduct a full investigation.

Passengers can submit their complaint in writing, by email or by filling out the online complaint form on the Authority's website.

The Authority also facilitates complaints which are outside of its jurisdiction by passing them on to the relevant NEB's in other countries.

In 2023, the Authority received a total of 32 valid complaints concerning re-routing, re-imbursement and compensation for long delay/cancellation. A further 9 enquiries were received regarding customer care issues which fell outside the scope of the regulation and were referred to the individual operator.

In 2024, the Authority received a total of 35 valid complaints concerning re-routing, re-imbursement and compensation for long delay/cancellation. A further 11 enquiries were received regarding customer care issues which fell outside the scope of the regulation and were referred to the individual operator.

Statistical Data:

Year	Total number of complaints received	Total number of valid complaints received	Reason for complaint (e.g. cancellation, delay, discrimination, lack of assistance):
2023	41	32	Re-routing Re-imbursement and compensation for delayed/cancelled sailings

2024	46	35	Re-routing and compensation for delayed/cancelled sailings	Re-imbursement for delayed/cancelled sailings
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5. Guidance and Enforcement

Our website <https://www.nationaltransport.ie/eu-passenger-rights/eu-maritime-passenger-rights/> provides a comprehensive summary of the regulations and where to go for additional information. It also contains a link to our online complaint form for passengers who wish to submit a complaint to us.

The Authority in association with the Department of Transport has produced a number of guidance documents specifically for passengers, carriers and port terminal operators. These guidelines are available on request from the Authority and are also available on the Department's website.

<https://www.gov.ie/pdf/19117/?page=1>

<https://www.gov.ie/pdf/19120/?page=1>

<https://www.gov.ie/pdf/19122/?page=1>

Conclusion

The National Transport Authority (NTA), as Ireland's designated National Enforcement Body under Regulation (EU) No 1177/2010, continues to uphold and promote the rights of passengers travelling by sea and inland waterways. Over the reporting period of 2023–2024, the Authority has maintained its commitment to ensuring compliance with the Regulation.

The data presented in this report reflects a stable level of passenger activity across both domestic and international maritime services, with a modest increase in cruise ship visits. The NTA has responded to a consistent volume of valid complaints, primarily related to delays and cancellations, and has worked to resolve these in line with the Regulation's provisions.

Through ongoing collaboration with the Department of Transport and other EU National Enforcement Bodies, the NTA remains dedicated to enhancing passenger awareness, improving service standards, and ensuring that maritime travel in Ireland remains accessible, reliable, and compliant with EU legislation.