

10 golden rules of air passenger rights

Both consumer protection and mobility are among the key pillars upon which the European Union was built. They are at the heart of obtaining and maintaining consumer trust and a thriving Europe. Consumer trust has taken a big hit in recent years, particularly in aviation. Passengers are not “self-loading cargo”, they should be treated with care

01

Improve passenger rights

Any revision to Regulation EC 261 should improve the situation for air passengers. The current proposal, as it stands, will worsen the situation for air passengers. Any new legislative proposal should incorporate the relevant ECJ rulings.

02

Uniform thresholds

The threshold above which passengers are entitled to compensation must remain uniformly at 3 hours.

03

Increase compensation

Compensation amounts should be revised to a new limit of up to €900, as they have lost over 40% of their real value since 2004.

04

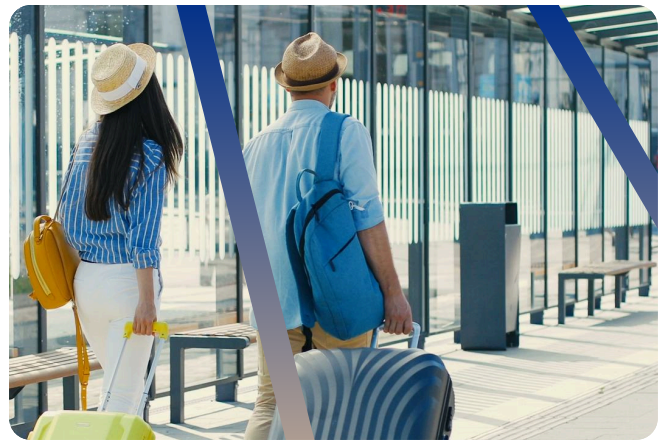
Flexible definitions of extraordinary circumstances

Extraordinary circumstances should not be listed exhaustively, as there will always be situations not covered by the list (e.g. COVID).

05

Prompt alternative transportation

When the airline cancels a flight, the passenger should be booked on the next available connection, including flights operated by competing airlines.



and respect. The fundamental premise of the airline industry is that airlines serve their passengers, not the other way around. In order to rebuild a flourishing EU aviation market, it is essential to re-establish consumer trust for the benefit of all stakeholders. The 10 points below outline what is needed to achieve this:

06

Incorporation of luggage

Delayed, lost, or damaged luggage should be covered by the scope of EC 261.

07

Insolvency protection

APRA supports the creation of a guarantee fund or insurance scheme to ensure that passengers are protected when an air carrier goes bankrupt or loses its license.

08

Extend notice period to 8 weeks

The airline should notify the passenger of any cancellations or alterations to a flight 8 weeks prior to the scheduled departure, to allow passengers to find and arrange reasonable alternatives.

09

Transparent pricing

Airlines must be transparent about extra fees such as for baggage and priority boarding. And families should never be required to pay to sit together.

10

Equal rules for all airlines

Non-EU airlines should not be exempted from the obligation of compensating passengers, as the regulation is designed to protect all passengers and ensure fair treatment and accountability across the aviation sector.