

NO-SHOW CLAUSES – STORIES OF INDIVIDUAL CONSUMERS

CASE 1

A Belgian consumer booked his flight to New York. On the day of his outbound flight his wife went into labour which caused him to miss his flight. He could not alter the ticket and was forced to buy another one-way ticket to New York at a later date. When he arrived at the airport in New York to take his inbound flight, he was shocked to find out that unless he pays an additional €2,000, he will not be allowed to board his flight, despite already having paid for it. Any explanations about the consumer's extraordinary circumstances did not change the airline's position.

CASE 2

A Spanish consumer, living in Belgium, was travelling for work. His trip itinerary included 4 flights: from Brussels to Malta (flight operated by airline A) – then from Malta to Munich (flight operated by airline A) – then from Munich to Berlin (flight operated by airline B) and finally from Berlin to Brussels (flight operated by airline C).

Due to a strike at Berlin airport, his flight from Munich to Berlin was cancelled. In order to arrive on time for his meeting in Berlin, he decided to buy a new flight ticket from Malta to Frankfurt and then another train ticket from Frankfurt to Berlin.

When trying to board his return flight for the last leg, he was refused boarding due to the unused travel segment. Consequently, he was denied boarding, had to stay overnight in Berlin, missing the birthday party of his little son and was forced to buy a new ticket in order to fly back to Belgium. He claimed compensation from the airline he booked the itinerary with but they replied negatively, referring to their no-show clause.

CASE 3

A Spanish consumer bought 6 vouchers for 6 two-way flights between Brussels and Bilbao (Spain). On the same day he booked 2 of the two-way flights to Bilbao, for which he received a single reservation number and two separate ticket numbers.

During his first trip to Bilbao he had to stay in Spain for two days longer than foreseen and therefore did not use his return flight.

He was refused boarding on the second trip to Bilbao he had bought with the same reservation number because he did not use one of the flight segments booked under the same reservation number.

This means that if he had booked all of his 6 two-way flights in the same reservation, he would have been denied boarding on every one of the remaining flights.

CASE 4

A UK consumer missed her flight to New York because of roads being blocked and trains getting cancelled due to bad weather. She therefore booked a later flight with another airline instead. The airline then cancelled her return flight because she did not take the outward journey. She was contacted by the airline just before her return flight was due to depart and she explained her problem. In New York she rang the company again to explain and complain about the company's attitude, but they refused to budge. She therefore had to buy a new flight to get home.

CASE 5

A Greek consumer purchased an air ticket through a travel agency in order to travel from Thessaloniki, Greece to Zurich, Switzerland. He was supposed to travel on 12 February but due to an unscheduled event he traveled on 14 February. The day he was supposed to travel back he was informed that his ticket to get home had been cancelled.