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Date: 27/04/2017

Airlines not sufficiently respecting EU air passenger rights

A survey by consumer organisations covering 6 EU countries [1] shows that passengers in the EU rarely receive the care or compensation they are entitled to in case of delays or flight cancellations [2].

The right to compensation for a delay of more than three hours, or because the flight was cancelled, is respected in only 25% of cases. The right to receiving free food and drink after a delay of more than 2 hours, or because the flight was cancelled, is respected in only 46% of cases.

Monique Goyens, Director General of The European Consumer Organisation (BEUC), said:

"These survey results are worrying because, despite EU rules in place, airlines are often ignoring them and the authorities are not stepping in to enforce them. Air passenger rights must be protected in all cases and not just for those who complain.

"We call on airlines to hand out compensation when it is due and look after passengers in case of delays. National authorities across the EU should look at when this is not happening and take action against infringing airlines."

11,273 consumers took part in the survey which covered people who had travelled in the last 12 months. The survey consisted in both a paper and online questionnaire. The survey also covers Australia and Brazil and is a part of an ongoing campaign of an international coalition of consumer organisations.

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Notes to editors

[1] The countries surveyed include Australia, Belgium, Brazil, Denmark, France, Italy, Portugal and Spain. The European consumer organisations involved are all BEUC and Consumers International members and are Test-Achats/Test-Aankoop (Belgium), the Danish Consumer Council (Denmark), UFC-Que Choisir (France), Altroconsumo (Italy), DECO (Portugal) and OCU (Spain). See the press releases from [UFC-Que Choisir](#) (France), [Test-Achats](#) (Belgium), [DECO](#) (Portugal), [Altroconsumo](#) (Italy), [OCU](#) (Spain) and the Danish Consumer Council (Denmark).

[2] The [EU Air Passengers Regulation of 2004](#) provides consumers with specific rights regarding compensation and assistance in case of delay or cancellation of flights. BEUC and its member organisations have pointed to the lack of enforcement and the need to improve these rights for years. A legislative proposal of 2013 to review EU passenger rights is currently blocked in the Council of Ministers.

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