Air transport: protection of passenger rights, denied boarding compensation system

1998/0022(COD) - 27/06/2001

The Council adopted certain conclusions on the rights of air passengers. It confirmed its desire that these rights - in areas where legislation is not required - primarily be improved by voluntary means. It noted tthat the voluntary arrangement does not address the question of monitoring of the compliance with the arrangements. Services to air passengers would be improved in so far as airlines would help passengers to obtain a better deal when booking flights, better information, assistance and information in the case of delays, cancellations and mishandled baggage and a better response to complaints and prompt refunds. Persons with reduced mobility ought to have a right to travel by air at the same cost and level of convenience as other passengers irrespective of whether they require a higher level of service. The Council beleives that passengers ought to be able to claim the fulfilment of contracts and of the service promised in the voluntary commitments through systems for out of court dispute settlements.