Transports: computerised reservation systems CRSs, code of conduct (amend. Regulation (EEC) No 2299/89). Report included

1997/0148(SYN) - 17/03/1998

A Commission proposal seeking to amend Council Regulation 2299/89 on a code of conduct for computerised reservation systems (CRS) in the field of air transportation was welcomed by the Committee. These systems provide information concerning airline schedules and fares as well as other services to millions of EU air travellers. They also provide for the automatic confirmation of reservations and the automatic issuing of tickets and relevant vouchers. As there had been many complaints about the rules from airlines and consumer bodies, the Commission now proposes to revise the CRS. Main elements of the revision are: -travel agents will be brought directly under the scope of the code of conduct; -the scope of the present code will be extended to allow rail services (especially high speed trains) to be integrated into the systems' primary displays, and -the charging policy will be subject to stricter conditions. Rapporteur Rijk VAN DAM (I-EN, NL) had requested opinions on the Commission's proposal from the air carriers, the railways, the travel agents and consumers. He took the view that the proposed amendments to the code of conduct strike a reasonable balance between the interests of the various parties concerned. Nevertheless, the rapporteur had tabled a number of technical amendments to the Commission proposal, which were unanimously adopted.