

Question for written answer E-015045/2015
to the Commission
Rule 130
Tibor Szanyi (S&D)

Subject: Appropriate information on air passengers' rights to compensation

Where the compensation and reimbursement procedure for air travel comes into play, it sometimes happens that the provisions of Regulation (EC) No 261/2004 of the European Parliament and of the Council are not complied with in full, or that some airlines try to mislead consumers. Article 7(3) of that regulation defines the methods whereby compensation, due where the conditions laid down in the regulation are met, may be paid, namely: in cash, by electronic bank transfer, bank orders or bank cheques or, with the signed agreement of the passenger, in travel vouchers and/or other services.

Contrary to the above, there is one airline which automatically refers sums reimbursable in the event of delays, and sometimes compensation, to the passenger's 'airline account'. This procedure – although it may be lawful in some instances – is in my opinion unacceptable where the airline aims to deceive the consumer in this way or the procedure is not accompanied by the necessary information to the consumer.

1. In the Commission's opinion, is an airline acting in accordance with the law when it repays the ticket price, which is reimbursable owing to delay, in the way described above?
2. Does the Commission propose to initiate a clarification of the legislation which, in the event of compensation, makes the passenger's signed agreement subject to more precise and clearer information about his other entitlements?