

EN

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Answer given by Ms Vălean
on behalf of the European Commission
(28.9.2022)

1. The Commission is monitoring the situation and is in close contact with the relevant Member State authorities and stakeholders. In this context, the Commission duly informed the industry that passenger rights must be respected and that it will continue engaging with the sector and EU Member States to identify practical solutions. Furthermore, the Commission monitors whether national authorities correctly implement and apply the EU passenger rights rules and fosters adequate coordination between them¹.
2. The EU air passenger rights Regulation (EC) 261/2004² covers a wide range of travel disruptions, such as long delays, flight cancellations and denied boarding. Where a passenger shows up late for boarding due to delays at check-in, at security or passport control, the passenger's rights under this Regulation need to be assessed on a case-by-case basis, but redress may, however, also be available under national law.
3. The Commission's proposal for revision of Regulation (EC) No 261/2004³ is pending in Council since 2013⁴. The Commission is also currently conducting a review of passenger rights in the event of crisis situations⁵.

¹ See https://ec.europa.eu/info/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/coordinated-actions/air-travel_en and the press releases mentioned thereon.

² <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=celex:32004R0261>

³ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A52013PC0130>

⁴ COM/2013/0130 final - 2013/0072 (COD).

⁵ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/13290-Travel-better-protection-for-passengers-and-their-rights_en