

**Question for written answer E-007171/2014  
to the Commission**  
Rule 130  
**Jozo Radoš (ALDE)**

Subject: Air passenger rights

On Monday, 22 September 2014, on the flights from Zagreb to Frankfurt (LH6001) and Frankfurt to Brussels (LH1010), the baggage from Zagreb failed to arrive in Brussels. After Swissport had been informed at Brussels Airport and nothing had been heard in reply, one of the passengers tried to speak to Swissport about the missing baggage. After he had tried in vain about a dozen times, the passenger was informed by telephone on the morning of 23 September 2014 that the baggage was still in Frankfurt. At about 18.00, after another ten or so fruitless attempts, he was given a verbal message that the baggage had arrived, but Swissport did not know when it would be delivered, the time allowed for delivery of baggage being – supposedly – three days. The passenger resolved the problem himself by going to collect his baggage at about 13.00 on 24 September 2014.

This case illustrates the highly unprofessional attitude of air carriers and airport services, which causes great inconvenience to passengers. It also raises the questions why baggage does not come on the next aircraft (Lufthansa has ten flights a day on the Frankfurt to Brussels route), why airport services do not tell passengers what has happened to their baggage, and why they do not hand it over promptly once it has reached the final destination.

1. How is it possible for air carriers and airport services to behave in the high-handed way described?
2. Could the questions above be resolved by means of the amendments to Regulation (EC) No 261/2004 or Regulation (EC) No 2027/97 now under consideration?