

**Question for written answer E-010016/2014  
to the Commission**  
Rule 130  
**Olga Sehnalová (S&D)**

Subject: Spread of unfair practices among air carriers

My question is prompted by the ever-increasing number of complaints I receive from individuals who point to steadily deteriorating flight operation practices on the part of air carriers in the EU. The situation in this sector is completely indefensible and seriously infringes passenger rights. According to my information, there has recently been a considerable increase in the airline practice of cancelling flights, even a matter of hours before the scheduled departure time, without any explanation of the reason for cancellation. Passengers then find themselves in stressful situations where, under difficult circumstances, they have to look for an alternative. The current state of affairs still allows carriers to cancel flights even in cases where it is simply more advantageous for them not to run the scheduled flight. Under current conditions, it is almost impossible for passengers to obtain appropriate compensation from air carriers for the trouble suffered.

In the European Parliament we are continually drawing attention to the need to approve, as soon as possible, the amendment to Regulation (EC) No 261/2004 on which the EP, in February this year, adopted a position in favour of strengthening passenger rights.

What steps is the Commission taking to ensure that a final agreement can be reached as soon as possible on the revision of this Regulation, knowing that the increasing delay in negotiations will obviously cause the situation to deteriorate further?

1. What further measures is the Commission preparing to improve passengers' awareness of their rights, and to simplify the process of asserting passengers' claims against air carriers?