

**Question for written answer E-005236/2016/rev.1
to the Commission**
Rule 130
Francesc Gambús (PPE)

Subject: Violation of air passenger rights

In recent weeks, a considerable number of Vueling airline flights across the board have been cancelled or subject to lengthy delays. As a result of these delays and cancellations, the interests of hundreds of customers have been adversely affected. Many have reportedly filed claims via the Vueling website for compensation under Regulation (EC) No 261/2004. Vueling has rejected these claims, citing extraordinary circumstances, without providing any further justification.

1. Has the Commission helped to introduce measures taken by the competent authorities to resolve the situation? If not, is it aware of any such measures?
2. Will it look into potential measures to ensure that the rights set out in Regulation (EC) No 261/2004 are upheld?
3. Will it promote measures within its fields of responsibility and as part of the European aviation strategy to prevent airlines from violating existing EU legislation on passenger rights?