

**Question for written answer E-005648/2016/rev.1
to the Commission**

Rule 130

Carolina Punset (ALDE), Javier Nart (ALDE) and María Teresa Giménez Barbat (ALDE)

Subject: Negligence on the part of airline Vueling

EU transport policy seeks to ensure the uniform, efficient, safe and free movement of persons and goods within the EU.

In late June and early July 2016, Vueling, a member of the International Airlines Group (IAG) holding company, found itself in operational chaos, resulting in flight cancellations and delays which undermined the rights of thousands of passengers. In addition to that chaos, Vueling demonstrated serious shortcomings when it came to looking after the passengers affected.

Operational chaos of that sort is by no means a new problem – *low-cost* airlines are particularly exposed to it because they do not carry out enough operational planning. The fact that many of their resources for their excessive range of services are inadequate has an adverse effect on passenger rights.

In view of this:

What effective resources do customers in a similar situation have access to?

Many airlines increase operational targets despite a paucity of human and material resources, which results in an infringement of passenger rights. What measures will the Commission take to remedy those practices?