

**Question for written answer E-001497/2017
to the Commission**
Rule 130
Ole Christensen (S&D)

Subject: Transparency for airline passengers

Under EU Regulation No 261/2004, passengers on flights in the Single European Sky are guaranteed compensation for delays and cancellations. The aim of the regulation is to ensure a high level of consumer protection.

Delays or cancellations caused by 'extraordinary circumstances' do not give rise to a right to compensation. Airlines often state 'extraordinary circumstances' as the reason for delays or cancellations, which passengers currently have no chance to challenge without the involvement of the relevant national enforcement body (NEB).

Under the auspices of the EU and Eurocontrol a department (CORA) has been set up to gather information on the reasons for delays. This information is used for air traffic control, and is only available to airlines, national authorities and courts.

Ordinary consumers have no access to this data. This leads to unacceptable situations in which consumers who complain, but have their case dismissed on the grounds of extraordinary circumstances, have no access to precise information detailing what these circumstances were.

I therefore have the following questions.

Does the Commission consider it appropriate, in the interest of the transparency of proceedings, for ordinary consumers to have no access to information on the reasons for delays and cancellations to enable them to determine to what extent the circumstances for the delay were extraordinary?

How is legal certainty guaranteed for ordinary consumers in connection with decisions concerning delays and cancellations of flights on the grounds of extraordinary circumstances?

Will the Commission seek to ensure that transparency for ordinary consumers is increased concerning delays and cancellations of flights?