

**Question for written answer E-003694/2018**  
**to the Commission**  
Rule 130  
**Anneleen Van Bossuyt (ECR)**

Subject: Payment of compensation for delays to flights

Regulation (EC) No 261/2004 lays down what rights air passengers have in the event of their flight being delayed or cancelled. If a passenger is entitled to a reimbursement of the fare, the Regulation stipulates that they must be reimbursed within seven days. Each Member State is required to set up a body to enforce the Regulation. In practice, however, the arrangements for this are more effective in some Member States than others, so that airlines sometimes disregard this deadline. Some consumers are even compelled to wait for ten weeks for a reply, and then wait for the same length of time again before receiving their reimbursement. In certain cases, the Regulation stipulates that passengers are entitled to additional compensation. However, no specific deadline is laid down for this. Passengers therefore again often have to wait for a very long time before they receive the compensation to which they are entitled.

Is the Commission aware that such disparities exist between the deadlines laid down by law and actual payment periods?

Is the Commission aware that the absence of a deadline for the payment of additional compensation results in very annoying situations for consumers?

How will the Commission compel airlines to make payments on time?

