

**Question for written answer P-000690/2019  
to the Commission**  
Rule 130  
**Bart Staes (Verts/ALE)**

Subject: 'No show' clauses and passengers' rights

Under 'no show' clauses, airlines sometimes refuse to allow passengers to board a return flight because they have missed the outbound flight, even though they have paid for their tickets. Those who wish to travel on the return flight must re-book and in many cases pay extra. This not particularly consumer-friendly.

Yet Regulation (EC) No 261/2004 could regulate this aspect. However, negotiations on this issue have been blocked for a long time because of a conflict between Spain and the United Kingdom. The European Parliament's proposal concerning 'no show' clauses not only seems consumer-friendly but would ensure greater respect for passengers' rights. In response to complaints from passengers, the proposal provides that it should not be permissible for passengers who have a return ticket to be denied boarding on a return flight because they failed to take the outbound flight.

1. Agreement has been reached on Gibraltar in the context of the Brexit agreement. Does the Commission still see reasons why the revision of the abovementioned Regulation should remain blocked within the Council, or will it press for the proposal to be given a first reading soon?
2. Is the Commission willing to do more to promote air passengers' rights, in particular with regard to 'no show' clauses, and how does it intend to do so?
3. What time frame does the Commission have in mind for the revision of the above Regulation?