



EUROPEAN PARLIAMENT

2009 - 2014

---

*Committee on Transport and Tourism*

---

**2011/2150(INI)**

16.1.2012

# **AMENDMENTS**

## **1 - 195**

**Draft report**  
**Keith Taylor**  
(PE476.095v01-00)

Functioning and application of established rights of people travelling by air  
(2011/2150(INI))

AM\_Com\_NonLegReport

**Amendment 1**  
**Ádám Kósa**  
**Motion for a resolution**  
**Citation 2**

*Motion for a resolution*

– having regard to the Report from the Commission on the functioning and effects of Regulation (EC) No 1107/2006 of 5 July 2006 concerning the rights of *disabled* persons and persons with reduced mobility when travelling by air (COM(2011)0166),

*Amendment*

– having regard to the Report from the Commission on the functioning and effects of Regulation (EC) No 1107/2006 of 5 July 2006 concerning the rights of persons *with disabilities* and persons with reduced mobility when travelling by air (COM(2011)0166),

Or. hu

**Amendment 2**  
**Ádám Kósa**  
**Motion for a resolution**  
**Citation 5 a (new)**

*Motion for a resolution*

*– having regard to the report of the Committee on Employment and Social Affairs (A7-0263/2011) and in particular Articles 42, 43, 46, 82 and 97 thereof;*

*Amendment*

Or. hu

**Amendment 3**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Recital A a (new)**

*Motion for a resolution*

*Aa. whereas Regulation (EC) No 261/2004 provides passengers with strong safeguards and has worked effectively since its introduction, the Volcanic Ash*

*Amendment*

*Crisis underlined the need to clarify and re-examine certain aspects of the Regulation should such extraordinary circumstances arise in the future;*

Or. en

**Amendment 4**  
**Keith Taylor**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas the most important passenger right is to services provided as scheduled, based on the contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with accurate and timely information, accessible to all;

*Amendment*

B. whereas the most important passenger right is to services provided as scheduled, based on the ***fundamental right to freedom of movement and the*** contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with accurate and timely information, accessible to all;

Or. en

**Amendment 5**  
**Hubert Pirker**

**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas the most important passenger right is to services provided as scheduled, based on the contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with accurate and timely information, accessible to all;

*Amendment*

B. whereas the most important passenger right is to services provided as scheduled, based on the contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with ***understandable***, accurate and timely information, accessible to all;

Or. de

**Amendment 6**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Recital B**

*Motion for a resolution*

B. whereas the most important passenger right is to services provided as scheduled, based on the contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with accurate and timely information, accessible to all;

*Amendment*

B. whereas the most important passenger right is to services provided as scheduled, based on the contractual obligation which arises from selling a ticket; whereas it is essential to provide passengers with accurate and timely information, accessible to all, *in the manner habitually used*;

Or. pl

**Amendment 7**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Recital C**

*Motion for a resolution*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided *and since tax-payers' money contributes substantially to the subsidies received by air carriers*;

*Amendment*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided;

Or. de

**Amendment 8**  
**Peter van Dalen**  
**Motion for a resolution**  
**Recital C**

*Motion for a resolution*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided ***and since tax-payers' money contributes substantially to the subsidies received by air carriers;***

*Amendment*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided;

Or. nl

**Amendment 9**

**Laurence J.A.J. Stassen**

**Motion for a resolution**

**Recital C**

*Motion for a resolution*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided ***and since tax-payers' money contributes substantially to the subsidies received by air carriers;***

*Amendment*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided;

Or. nl

**Amendment 10**

**Corien Wortmann-Kool**

**Motion for a resolution**

**Recital C**

*Motion for a resolution*

C. whereas effective complaint systems

*Amendment*

C. whereas effective complaint systems

should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided ***and since tax-payers' money contributes substantially to the subsidies received by air carriers;***

should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, especially since passengers have already paid the price of the ticket before the service is provided;

*(the deleted text doesn't belong in this report)*

Or. en

**Amendment 11**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Recital C**

*Motion for a resolution*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed, ***especially since passengers have already paid the price of the ticket before the service is provided and since tax-payers' money contributes substantially to the subsidies received by air carriers;***

*Amendment*

C. whereas effective complaint systems should be at the disposal of passengers if the service is not properly delivered or if any other rights guaranteed to the passengers are infringed,

Or. en

**Amendment 12**  
**Brian Simpson**  
**Motion for a resolution**  
**Recital C a (new)**

*Motion for a resolution*

***Ca. whereas the legal framework protecting passenger rights needs to guarantee a minimum standard of***

*Amendment*

*consumer protection that withstands the evolving commercial practices of airlines;*

Or. en

**Amendment 13**  
**Ádám Kósa**  
**Motion for a resolution**  
**Recital D**

*Motion for a resolution*

D. whereas persons with reduced mobility (hereinafter referred as ‘PRM’) and persons with disabilities should be informed of their rights in advance of their journey and in formats *corresponding to their needs*; whereas airport and air carrier personnel should be duly trained in providing assistance to *PRM and to persons with disabilities* in order to help ensure barrier-free and equal access to air travel;

*Amendment*

D. whereas persons with reduced mobility (hereinafter referred as ‘PRM’) and persons with disabilities should be informed of their rights in advance of their journey and in formats *accessible to everyone*; whereas airport and air carrier personnel should be duly trained in providing assistance to *persons with disabilities and to PRM* in order to help ensure barrier-free and equal access to air travel *in conformity with the requirements of design for all / universal design*;

Or. hu

**Amendment 14**  
**Spyros Danellis**  
**Motion for a resolution**  
**Recital D a (new)**

*Motion for a resolution*

*Da. whereas the evolution of passenger screening methods is leading to wider use of methods such as security scanners and behavioural profiling, new questions are raised regarding passenger protection that concern privacy, non-discrimination and public health.*

*Amendment*

Or. en



**Amendment 15**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 1**

*Motion for a resolution*

1. Stresses that Member States must ensure the provision of independent enforcement bodies (hereinafter referred as ‘EBs’) to sanction infringements and to resolve disputes between passengers and industry;

*Amendment*

1. Stresses that Member States must ensure the provision of independent enforcement bodies (hereinafter referred as ‘EBs’) to sanction infringements and to resolve disputes between passengers and industry **and that all EBs shall fully investigate all complaints received.**

Or. en

**Amendment 16**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 1**

*Motion for a resolution*

1. **Stresses** that **Member States must ensure** the **provision of independent** enforcement bodies (hereinafter referred as ‘EBs’) **to sanction infringements and to resolve disputes between passengers and industry;**

*Amendment*

1. **Regrets** that the enforcement bodies **set up by the Member States** (hereinafter referred as ‘EBs’) **do not always ensure the effective protection of passenger rights, to the detriment of air passengers; calls therefore on Member States to devise working methods for the EBs, particularly as regards the handling of complaints and sanctions, that enable enforcement of passenger rights from the viewpoint of legal certainty;**

Or. de

**Amendment 17**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 1 a (new)**

*Motion for a resolution*

*Amendment*

**1a. Emphasises that air passengers not only have rights but also responsibilities, and meeting these helps ensure everything runs safely and smoothly for them and other travellers before, during and after the flight;**

Or. de

**Amendment 18**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 1 a (new)**

*Motion for a resolution*

*Amendment*

**1a. Calls on the Commission, in its review of Regulation (EC) No 261/2004, also to take into consideration the review of Regulation (EC) No 1107/2006, in the interests of simplifying EU legislation, and to bring forward a single consolidated regulation on the rights of all air passengers which also covers the specific rights of disabled persons and PRM;**

Or. ro

**Amendment 19**  
**Dominique Vlasto, Christine De Veyrac, Jim Higgins, Michel Dantin, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

*Amendment*

2. Calls on the Commission to ***promote*** uniform application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and formalisation of a European network of EBs;

2. Calls on the Commission to ***ensure*** uniform application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and formalisation of a European network of EBs;

**Amendment 20**  
**Saïd El Khadraoui**  
**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

2. Calls on the Commission to promote uniform application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and formalisation of a European network of EBs;

*Amendment*

2. ***Stresses that uniform handling of complaints in the Member States is necessary in order to create a level playing field and*** calls on the Commission to promote uniform application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and formalisation of a European network of EBs;

**Amendment 21**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 2**

*Motion for a resolution*

2. Calls on the Commission to promote uniform application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and ***formalisation of a European network of EBs***;

*Amendment*

2. Calls on the Commission to promote uniform ***interpretation and*** application of the Regulations and develop better cooperation amongst the EBs, including via exchange of best practice and ***information and seek further coordination of their databases***;

**Amendment 22**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 2 a (new)**

*Motion for a resolution*

*Amendment*

**2a. Calls on the Commission to formalise a European network of EBs by creating a clear mandate as well as internal working rules in order to enhance cooperation and facilitate the adoption process of common relevant decisions;**

Or. en

**Amendment 23**

**Dominique Vlasto, Christine De Veyrac, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 3**

*Motion for a resolution*

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

3. Considers that there is a need for a better definition of the EBs' role, that EBs should ***be able to act on their own initiative and*** have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

Or. fr

**Amendment 24**

**Jacqueline Foster**

**Motion for a resolution**

**Paragraph 3**

*Motion for a resolution*

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers

or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis ***and that the Commission should publish a league table based on air carriers' performance;***

or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis.

Or. en

**Amendment 25**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; ***considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;***

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective;

Or. de

**Amendment 26**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers

or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish *details of the* complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish *relevant* complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance *on the basis of this information*;

Or. de

**Amendment 27**  
**Nuno Teixeira**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish *details of the* complaints *they receive* on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish the complaints *that are found legitimate* on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

Or. pt

**Amendment 28**  
**Carlo Fidanza, Jim Higgins**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions

applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish *details of* the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish *certain statistical data on* the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

Or. en

**Amendment 29**  
**Saïd El Khadraoui**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; ***stresses the importance of sound statistics in order to be able to make regular thorough assessments of the impact of passengers' rights in Europe and therefore*** considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that ***airlines and/or airports should be required to collect the data on the number and length of delays, both to passengers and to their luggage; considers that the Commission should analyse these statistics and then publish them, as well as publishing*** a league table based on air carriers' performance;

Or. nl

**Amendment 30**  
**Inés Ayala Sender**

**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should **have no conflict of interest with** air carriers **or** airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

*Amendment*

3. Considers that there is a need for a better definition of the EBs' role, that EBs should **be independent of** air carriers **and** airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

Or. es

**Amendment 31**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 3**

*Motion for a resolution*

3. Considers that **there is a need for a better definition of the EBs' role, that EBs** should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

*Amendment*

3. Considers that EBs should have no conflict of interest with air carriers or airports and that national sanctions applicable to air carriers in case of breach of EU rules should be made more effective; considers that EBs should be obliged to publish details of the complaints they receive **and of the issued sanctions** on a yearly basis and that the Commission should publish a league table based on air carriers' performance;

Or. en

**Amendment 32**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 3 a (new)**



*Motion for a resolution*

*Amendment*

***3a. Emphasises the part to be played by the Air Passenger Rights Consultative Group, to which the stakeholders can provide information in respect of the review of the regulation, and stresses the role of that Consultative Group in promoting discussions and cooperation between EBs, consumer associations and airline companies with a view to developing and disseminating best practices in the field of the application of air passenger rights legislation;***

Or. ro

**Amendment 33  
Marian-Jean Marinescu  
Motion for a resolution  
Paragraph 3 a (new)**

*Motion for a resolution*

*Amendment*

***3a. Considers that regular reports of airlines and operators to the EBs on relevant data (regarding the application of the Regulation) to be published would increase the efficiency of the EBs and stimulate competition;***

Or. en

**Amendment 34  
Silvia-Adriana Țicău  
Motion for a resolution  
Paragraph 4**

*Motion for a resolution*

*Amendment*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable

4. Stresses that information detailing passengers' rights should be communicated ***to passengers both by air carriers, at***

way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

*boarding, and by tour operators, when reserving and/or issuing tickets, in a simple, appropriate and understandable way **and** throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;*

Or. ro

**Amendment 35**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey, *starting from when the passenger is considering whether to book a ticket,*

*Amendment*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey;

Or. en

**Amendment 36**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and *understandable* way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

*Amendment*

4. Stresses that *complete* information detailing passengers' rights should be communicated *in the language used during the booking of the ticket, and* in a simple, appropriate, *understandable* and *neutral* way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket, *and that the Commission should establish for this purpose a central internet site accessible in all the languages of the European Union and*

*including a version for passengers with disabilities;*

Or. cs

**Amendment 37**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be communicated in a *simple, appropriate* and understandable *way* throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

*Amendment*

4. Stresses that information detailing passengers' rights should be communicated in a *format which is accessible to everyone* and *is readily* understandable throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

Or. hu

**Amendment 38**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights *should be communicated* in a simple, appropriate and understandable way *throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket*;

*Amendment*

4. Stresses that *passengers should receive* information detailing passengers' rights in a simple, appropriate and understandable way *that is standard throughout Europe when making any form of ticket booking, regardless of the vendor or airline; considers that this information should include contact data for the customer relations department of the airline concerned and for the appropriate Member State EB*;

Or. de

**Amendment 39**  
**Nuno Teixeira**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be **communicated** in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

*Amendment*

4. Stresses that information detailing passengers' rights should be **made available** in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket; **calls on airlines to act against misleading advertising relating to ticket purchase so as to prevent unintended purchases, in line with EU consumer law;**

Or. pt

**Amendment 40**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger **is considering whether to book** a ticket;

*Amendment*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger **starts booking** a ticket;

Or. es

**Amendment 41**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 4**

*Motion for a resolution*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;

*Amendment*

4. Stresses that information detailing passengers' rights should be communicated in a simple, appropriate and understandable way throughout the key stages of the journey, starting from when the passenger is considering whether to book a ticket;  
***considers also that appropriate information on passengers' rights should be provided particularly in airports in the same way and using the same procedures as the information on passengers' obligations supplied by airlines.***

Or. it

**Amendment 42**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 4 a (new)**

*Motion for a resolution*

***4a. Urges the Commission to continue the information campaign launched 2010 to raise passengers' awareness of their rights and encourage consumer networks in coordination with the EBs to contribute as well;***

Or. en

**Amendment 43**  
**Michel Dantin, Christine De Veyrac, Dominique Vlasto, Jim Higgins**  
**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can ***take***

*Amendment*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can ***apply***

*immediate* decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

*the decisions laid down by the Regulation* in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

Or. fr

**Amendment 44**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

*Amendment*

5. Stresses that air carriers should ensure the presence of contact personnel *or a service which can provide such personnel* at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

Or. hu

**Amendment 45**  
**Nuno Teixeira**  
**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

*Amendment*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged; *urges the Commission to propose that it be made mandatory to provide a central information point, and specifically a*

*website, and a telephone number and email address for the air carriers concerned, with a view to ensuring that consumers are properly informed;*

Or. pt

**Amendment 46**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

*Amendment*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, in particular with regard to assistance, reimbursement, rerouting and rebooking, ***lost or delayed baggage***, and with whom complaints can be lodged;

Or. en

**Amendment 47**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 5**

*Motion for a resolution*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, ***in particular*** with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

*Amendment*

5. Stresses that air carriers should ensure the presence of contact personnel at each airport they operate from who can take immediate decisions in case of disruption, ***through the compulsory presence of an office at the passengers' disposal*** with regard to assistance, reimbursement, rerouting and rebooking, and with whom complaints can be lodged;

Or. it

**Amendment 48**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 5 a (new)**

*Motion for a resolution*

*Amendment*

**5 a. Considers it essential to this end that airlines make their contact details available so that passengers may submit complaints by telephone, e-mail or post;**

Or. cs

**Amendment 49**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 5 a (new)**

*Motion for a resolution*

*Amendment*

**5a. Considers that all airlines must provide accessible, effective telephone assistance for all passengers once a flight has been booked; this assistance must provide information and alternative proposals in the event of disruption and should in no circumstances exceed the cost of a local call;**

Or. fr

**Amendment 50**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 5 a (new)**

*Motion for a resolution*

*Amendment*

**5a. Calls on the Commission to examine measures that would provide protection for arriving as well as departing**



*passengers, to ensure that passengers are properly compensated in the event of loss of or unacceptably long delays to baggage.*

Or. en

**Amendment 51**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 5 a (new)**

*Motion for a resolution*

*Amendment*

*5a. Takes the view that air carriers should ensure that there is an immediate, simple, accessible way, at no extra cost, for passengers to lodge complaints in writing; calls on the Commission to include, in its review of the regulation, the right of any passenger to make a written complaint at the airport itself or on the plane, with copies to the air carrier and the EB, as well as the opportunity to make a complaint via other electronic means; calls on the Commission to draw up a standard form, translated into all EU languages to avoid any language problems, and to unify complaints procedures;*

Or. es

**Amendment 52**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 5 b (new)**

*Motion for a resolution*

*Amendment*

*5b. Takes the view, to ensure that their rights are upheld and that they are able to lodge complaints, that passengers ought to be able to identify airline, flight,*

*security and airport staff at all times;*

Or. es

**Amendment 53**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

*Amendment*

**6. Underlines that passengers should have the right to be informed about the 'Passenger Name Record' (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;**

*deleted*

*(this is a different topic)*

Or. en

**Amendment 54**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

*Amendment*

**6. Underlines that passengers should have the right to be informed about the 'Passenger Name Record' (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;**

*deleted*

Or. en

**Amendment 55**  
**Keith Taylor**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied **boarding** on the basis of **their PNR, except if they are suspected of terrorist crimes**;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier **and be informed as how their PNR data is used and with whom it is shared**; stresses that passengers should not be denied **the right to transport, except on the basis of orders from competent judicial authorities properly communicated to the individuals who are to be denied transport**;

Or. en

**Amendment 56**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept **on them** by the air carrier; stresses that passengers should **not** be denied boarding **on the basis of their PNR, except if they are suspected of terrorist crimes**;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept by the air carrier; stresses that passengers should **only** be denied boarding **in justified cases**;

Or. de

**Amendment 57**  
**Dominique Vlasto, Christine De Veyrac, Jim Higgins, Michel Dantin, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have

*Amendment*

6. Underlines that passengers should have

the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;

the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if the ***carrier is obliged to do so on grounds of public security, at the request of and in cooperation with the competent national authorities;***

Or. fr

**Amendment 58**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to ***be informed about the*** ‘Passenger Name Record’ (PNR) kept ***on them*** by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;

*Amendment*

6. Underlines that passengers should have the right to ***full access to information on their*** ‘Passenger Name Record’ (PNR) kept by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes, ***where this is justified;***

Or. pl

**Amendment 59**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if ***they are suspected of terrorist crimes;***

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if ***a carrier is required to do so by a public authority based on its security policy;***

**Amendment 60**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes ***and the carrier is required by the competent authorities or the security or police services to impose this ban;***

Or. fr

**Amendment 61**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist ***or, more generally, serious*** crimes;

Or. nl

**Amendment 62**  
**David-Maria Sassoli**

**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if *they are suspected of terrorist crimes*;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; *considers also that, with a view to guaranteeing passengers’ right to privacy, the air carrier may enter in the PNR only data that are strictly necessary and useful as regards the ticket reservation*; stresses that passengers should not be denied boarding on the basis of their PNR, except if *the boarding prohibition is requested by the public authority for public security reasons*;

Or. it

**Amendment 63**  
**Luis de Grandes Pascual**  
**Motion for a resolution**  
**Paragraph 6**

*Motion for a resolution*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR, except if they are suspected of terrorist crimes;

*Amendment*

6. Underlines that passengers should have the right to be informed about the ‘Passenger Name Record’ (PNR *data*) kept on them by the air carrier; stresses that passengers should not be denied boarding on the basis of their PNR *data*, except if they are suspected of terrorist *and other serious* crimes;

Or. es

**Amendment 64**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

**6a. Considers that, in the event of denied boarding because of a passenger's PNR, reasons must always be provided by the competent authorities and given to the passenger denied boarding in writing;**

Or. fr

**Amendment 65  
Spyros Danellis  
Motion for a resolution  
Paragraph 6 a (new)**

*Motion for a resolution*

*Amendment*

**6a. Underlines that even passengers who are aware of their rights may be deterred from seeking redress by laborious complaints procedures; considers that there is a need for EBs to have the resources required to maintain a visible presence in the Union's larger airports, to offer basic information and mediation services;**

Or. en

**Amendment 66  
Nathalie Griesbeck  
Motion for a resolution  
Paragraph 6 b (new)**

*Motion for a resolution*

*Amendment*

**6b. Emphasises that, if a passenger who has already boarded is asked to leave the aircraft because of his PNR, disembarkation must be carried out by the competent authorities and not by the members of the crew;**

**Amendment 67**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Urges the Commission to propose the obligation for air carriers to provide for a final guarantee to cover the liabilities of air carriers towards passengers in the case of insolvency, bankruptcy or removal of an operating licence;

*Amendment*

7. Urges the Commission to propose the obligation for air carriers to provide for a final guarantee to cover the liabilities of air carriers towards passengers, ***including compulsory insurance for airlines, voluntary insurance for passengers, which airlines would be obliged to offer, and the establishment of a guarantee fund*** in the case of insolvency, bankruptcy or removal of an operating licence;

**Amendment 68**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Urges the Commission to ***propose*** the ***obligation for*** air carriers to provide for a ***final guarantee to cover the liabilities of air carriers towards*** passengers in the case of insolvency, bankruptcy or removal of an operating licence;

*Amendment*

7. Urges the Commission to ***remind Member States of their obligation under Regulation 1008/2008 (in particular Article 9 which states that Member States must constantly assess the financial performance of the carriers licenced by them) and to continue the dialogue with*** air carriers to provide for ***repatriation of stranded*** passengers in the case of insolvency, bankruptcy or removal of an operating licence;



**Amendment 69**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Urges the Commission to propose the obligation for air carriers to provide for a final guarantee to cover the liabilities of air carriers towards passengers in the case of insolvency, bankruptcy or removal of an operating licence;

*Amendment*

7. Urges the Commission to propose the obligation for air carriers to provide for a final guarantee to cover the liabilities of air carriers towards passengers in the case of insolvency, bankruptcy or removal of an operating licence; ***Reminds Member States of their obligations of monitoring airlines' financial standing and the possibility of suspension of their operating license if their finances are insufficient.***

Or. en

**Amendment 70**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 7**

*Motion for a resolution*

7. Urges the Commission to ***propose the obligation for air carriers to provide for a final guarantee to cover the liabilities of air carriers towards*** passengers in the case of insolvency, bankruptcy or removal of an operating licence;

*Amendment*

7. Urges the Commission to ***make sure national authorities oversee the financial fitness of the carriers they have licensed and to make sure stranded passengers can repatriate*** in the case of insolvency, bankruptcy or removal of an operating licence;

Or. en

**Amendment 71**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 7 a (new)**

*Motion for a resolution*

*Amendment*

***7 a. Calls on the Commission to draft a proposal, the specific aim of which would be to provide compensation to passengers in the event of the bankruptcy of an airline, and which would establish financial and administrative arrangements – including the principle of the mutual responsibility for passengers of all airlines flying the same route with available seats – to ensure that passengers stranded at non-home airports could return home; further calls on the Commission to propose, when reviewing Council Directive 90/314/EEC on package travel, package holidays and package tours, the extension of measures for the return or re-routing of affected passengers;***

Or. cs

**Amendment 72  
Silvia-Adriana Țicău  
Motion for a resolution  
Paragraph 7 a (new)**

*Motion for a resolution*

*Amendment*

***7a. Consumers must be fully protected against the insolvency, bankruptcy or financial losses of package holiday companies;***

Or. ro

**Amendment 73  
Olga Sehnalová  
Motion for a resolution  
Paragraph 7 b (new)**

*Motion for a resolution*

*Amendment*

**7 b. Calls on the Commission to consider the possibility of extending such measures to airlines which have ceased operations and caused passengers similar inconvenience to that caused by airlines which go into bankruptcy;**

Or. cs

**Amendment 74**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is *a fair* reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is *an accurate* reflection of the final price;

Or. en

**Amendment 75**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency *and to require* that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency *in order to ensure* that the advertised price is a fair reflection of the final price *and that all non-optional operational costs are included in the tariffs and indicated/distributed with the required information;*

**Amendment 76**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price ***and that price discrimination against passengers on the basis of their country of residence is more thoroughly investigated and, where identified, eliminated;***

Or. cs

**Amendment 77**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price, ***and that, at the same time, carriers do not charge additional fees for various forms of payment;***

Or. pl

**Amendment 78**  
**Nuno Teixeira**

**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price, ***and includes supplementary charges and any possible surcharges; calls on airlines, with regard to the various means of payment and, especially, payment by credit card, only to charge for the real cost of their services, in line with the new directive on consumer rights;***

Or. pt

**Amendment 79**  
**Keith Taylor**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price, ***including any non-optional operational costs;***

Or. en

**Amendment 80**  
**Spyros Danellis**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and ***unfair commercial practices, and*** to require that the advertised price is a fair reflection of the final price;

Or. >en

**Amendment 81**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price;

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the advertised price is a fair reflection of the final price; ***considers also that no unwarranted extra costs should be added to the prices of tickets, such as excessive credit card transaction costs and charges payable by air carriers under Community law;***

Or. it

**Amendment 82**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 8**

*Motion for a resolution*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the

*Amendment*

8. Calls on the Commission to ensure effective implementation and enforcement of the existing legislation on price transparency and to require that the

advertised price is a fair reflection of the final price;

advertised price, ***which must include all administrative and payment method charges***, is a fair reflection of the final price;

Or. es

**Amendment 83**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 8 a (new)**

*Motion for a resolution*

*Amendment*

***8a. Calls on the Commission to resolve the issue of the unreasonable collection of additional charges implemented by airlines when paying by credit card for a ticket.***

Or. en

**Amendment 84**  
**Christine De Veyrac, Dominique Vlasto, Jim Higgins, Michel Dantin, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

*Amendment*

9. Calls on the Commission to ***examine*** measures that would allow passengers to correct booking errors ***or to withdraw from an online reservation*** within a cooling-off period of at least 48 hours following the initial booking;

9. Calls on the Commission to ***propose*** measures that would allow passengers to correct ***online*** booking errors ***relating to PNR data, free of charge***, within a cooling-off period of at least 48 hours following the initial booking;

Or. fr

**Amendment 85**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors *or to withdraw from an online reservation within a cooling-off period of at least 48 hours following the initial booking*;

*Amendment*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors ;

Or. en

**Amendment 86**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation within a cooling-off period of at least **48** hours following the initial booking;

*Amendment*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation within a cooling-off period of at least **2** hours following the initial booking;

Or. en

**Amendment 87**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors *or to withdraw from an online reservation within a cooling-off period of at least 48 hours following the initial booking*;

*Amendment*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors *easily and free of charge*;

Or. nl



**Amendment 88**  
**Laurence J.A.J. Stassen**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation within a cooling-off period of at least **48 hours** following the initial booking;

*Amendment*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation within a cooling-off period of at least **2 hours** following the initial booking. ***If passengers find when they check in that their personal particulars (name or date of birth) contain spelling mistakes, they must be given the opportunity to have these mistakes corrected at a reasonable charge.***

Or. nl

**Amendment 89**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 9**

*Motion for a resolution*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation ***within*** a cooling-off period of ***at least*** 48 hours following the initial booking;

*Amendment*

9. Calls on the Commission to examine measures that would allow passengers to correct booking errors or to withdraw from an online reservation; ***to withdraw from online reservations made more than 3 months before departure*** a cooling-off period of 48 hours following the initial booking ***must be taken into account;***

Or. en

**Amendment 90**  
**Nathalie Griesbeck**

**Motion for a resolution  
Paragraph 9 a (new)**

*Motion for a resolution*

*Amendment*

**9a. Considers that passengers must be able to correct booking errors concerning for example their name, title, age, address and their in-flight meal, free of charge, but in no circumstances their departure point or destination;**

Or. fr

**Amendment 91  
Jacqueline Foster  
Motion for a resolution  
Paragraph 10**

*Motion for a resolution*

*Amendment*

**10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;**

*deleted*

Or. en

**Amendment 92  
Peter van Dalen  
Motion for a resolution  
Paragraph 10**

*Motion for a resolution*

*Amendment*

**10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to**

*deleted*

*be able to use the return part;*

Or. nl

**Amendment 93**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets; ***unreasonably high surcharges for payment by credit and debit cards, checked in luggage, online and at the gate check in fees; unreasonable restrictions on carry on luggage purchased at the airport; and the*** unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

Or. en

**Amendment 94**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part ***and that they must use all the tickets for a journey in consecutive order;***

Or. ro

**Amendment 95**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the *non-transferability of tickets and the unfair* requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

Or. de

**Amendment 96**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to *address* the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to *investigate* the proliferation of unfair terms in air carrier contracts such as the non-transferability of tickets and the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

Or. hu

**Amendment 97**  
**Artur Zasada**

**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as ***the non-transferability of tickets and*** the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

Or. en

**Amendment 98**  
**Laurence J.A.J. Stassen**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as ***the non-transferability of tickets and*** the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the proliferation of unfair terms in air carrier contracts such as the unfair requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

Or. nl

**Amendment 99**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 10**

*Motion for a resolution*

10. Calls on the Commission to address the ***proliferation of unfair*** terms in air carrier contracts such as the non-transferability of tickets and the ***unfair*** requirement that passengers must use the outgoing part of a return ticket in order to be able to use the return part;

*Amendment*

10. Calls on the Commission to address the ***issue that passengers are also given the opportunity to buy tickets which avoid*** terms in air carrier contracts such as the non-transferability of tickets and the requirement that passengers must use the outgoing part of a return ticket in order to

be able to use the return part;

Or. en

**Amendment 100**

**Christine De Veyrac, Dominique Vlasto, Jim Higgins, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 10 a (new)**

*Motion for a resolution*

*Amendment*

***10a. Calls on the Commission to propose measures that would make it possible to harmonise commercial practice concerning hand luggage so as to protect passengers against excessive restrictions and to allow them to carry on board a reasonable amount of hand luggage, including purchases from airport shops;***

Or. fr

**Amendment 101**

**Bogdan Kazimierz Marcinkiewicz**

**Motion for a resolution**

**Paragraph 11**

*Motion for a resolution*

*Amendment*

11. Refers to Initiative 29 of the White Paper on Transport Policy up to 2020<sup>1</sup> as well as Recital 16 of the Computerised Reservation System Regulation<sup>2</sup>; emphasises the right of passengers to have easy access to accurate and objective information detailing the environmental impact and energy efficiency of their travel, which should be clearly visible both on the websites of air carriers and on tickets themselves; calls on the Commission and air carriers to support ongoing work in this direction;

11. Refers to Initiative 29 of the White Paper on Transport Policy up to 2020<sup>1</sup> as well as Recital 16 of the Computerised Reservation System Regulation<sup>2</sup>; emphasises the right of passengers to have easy access to accurate and objective information detailing the environmental impact and energy efficiency of their travel, which should be clearly visible both on the websites of air carriers and on tickets themselves; calls on the Commission and air carriers to support ongoing work in this direction ***as long as the steps taken are reasonable in terms of the costs involved;***

**Amendment 102**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 11**

*Motion for a resolution*

11. Refers to Initiative 29 of the White Paper on Transport Policy up to 2020<sup>1</sup> as well as Recital 16 of the Computerised Reservation System Regulation<sup>2</sup> ; emphasises the right of passengers to have easy access to accurate and objective information detailing the environmental impact and energy efficiency of their travel, which should be **clearly** visible **both** on the websites of air carriers **and on tickets themselves**; calls on the Commission and air carriers to support ongoing work in this direction;

*Amendment*

11. Refers to Initiative 29 of the White Paper on Transport Policy up to 2020<sup>1</sup> as well as Recital 16 of the Computerised Reservation System Regulation<sup>2</sup> ; emphasises the right of passengers to have easy access to accurate and objective information detailing the environmental impact and energy efficiency of their travel, which should be visible **upon demand** on the websites of air carriers ; calls on the Commission and air carriers to support ongoing work in this direction;

Or. en

>

**Amendment 103**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

**12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;**

*Amendment*

*deleted*

Or. nl

**Amendment 104**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; ***calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;***

*Amendment*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely;

Or. en

**Amendment 105**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; ***calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;***

*Amendment*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely;

Or. de

**Amendment 106**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; ***calls upon*** the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are

*Amendment*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; ***calls on*** the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are



available in the plane;

available in the plane, *including for children over two years, particularly as full-price tickets must be purchased for them*;

Or. hu

**Amendment 107**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;

*Amendment*

12. Emphasises that all passengers, including children younger than 2 years, must be carried safely; calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane; *calls on the Commission to ensure that passengers with children have the right to board first and can take pushchairs up to the door of the aircraft and then pick them up at the door upon arrival*;

Or. es

**Amendment 108**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 12**

*Motion for a resolution*

12. Emphasises that all passengers, including children younger than 2 years, *must be carried safely*; calls upon the Commission to review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;

*Amendment*

12. Emphasises that all passengers *must be carried safely*, including children younger than 2 years, *who should be guaranteed free travel and a safe seat beside their parents or the persons accompanying them; considers also that ticket prices for children between the ages of 3 and 5 should be half those paid by adult passengers*; calls upon the Commission to

review the EU OPS Regulation<sup>3</sup> to ensure that safe seats are available in the plane;

Or. it

**Amendment 109**  
**Spyros Danellis**  
**Motion for a resolution**  
**Paragraph 12 a (new)**

*Motion for a resolution*

*Amendment*

***12a. Calls on the Commission to examine the passenger protection issues related to new screening methods, such as security scanners, hand searches and passenger profiling; considers that existing passenger rights provisions and enforcement bodies could play a role in redressing the problems that may arise.***

Or. en

**Amendment 110**  
**Christine De Veyrac, Dominique Vlasto, Jim Higgins, Michel Dantin, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

*Amendment*

13. Calls on the Commission to ***incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;***

13. Calls on the Commission to ***clarify*** the notion of 'extraordinary circumstances' and ***the rules on assistance and compensation, in any upcoming revision of the Regulation, taking note of the European Court of Justice's interpretations of various definitions and terms;***

Or. fr

**Amendment 111**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to **incorporate** the European Court of Justice's **interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and** rules for compensation, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission to **adopt clarifications on the notion of 'extraordinary circumstances', taking into consideration the interpretation put forth by the** European Court of Justice **as well as** the rules for compensation, in any upcoming revision of the Regulation;

Or. en

**Amendment 112**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and **'cancellation', and** rules for compensation, in any upcoming revision of the Regulation;

Or. fr

**Amendment 113**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to **incorporate** the European Court of

*Amendment*

13. Calls on the Commission to **also use** the European Court of Justice's

Justice's interpretations of various definitions and terms, *in particular* the notion of 'extraordinary circumstances' and rules for compensation, *in any upcoming revision of the Regulation*;

interpretations of various definitions and terms *in the upcoming revision of the Regulation*; *points out that there is a particular need for clarification of* the notion of 'extraordinary circumstances' and *the* rules for compensation;

Or. de

**Amendment 114**  
**Spyros Danellis**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission *to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation*;

*Amendment*

13. Calls on the Commission *propose a clear set of definitions and terms in any upcoming revision of the Regulation, as to reduce the scope that exists for challenges to compensation rules and for variation in national enforcement; any such review must uphold the level of passenger protection provided by European Court of Justice rulings and incorporate the Court's interpretation of 'extraordinary circumstances'*.

Or. en

**Amendment 115**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to *incorporate* the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission to *bear in mind, alongside the definitions of the relevant concepts, which are often subject to conflicting interpretations*, the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary

circumstances' and rules for compensation, in any upcoming revision of the Regulation;

Or. ro

**Amendment 116**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to **incorporate the *European Court of Justice's interpretations of various definitions and terms, in particular the*** notion of 'extraordinary circumstances' and rules for ***compensation***, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission ***in light of the Volcanic Ash Crisis to re-look at*** the notion of 'extraordinary circumstances', '***force majeure***' and rules for ***assistance in cases of delay and right of redress*** in any upcoming revision of the Regulation ***and in accordance with internationally agreed definitions***;

Or. en

**Amendment 117**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. ***Calls on*** the Commission to **incorporate the *European Court of Justice's interpretations of various definitions and terms, in particular the*** notion of 'extraordinary circumstances' and rules for compensation, in ***any upcoming revision of the Regulation***;

*Amendment*

13. ***Urges*** the Commission to ***come up with clarifications on*** the notion of extraordinary circumstances and rules for compensation ***and assistance*** in ***cases of delays and right of redress***;

Or. en

**Amendment 118**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular **a clarification of** the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;

Or. it

**Amendment 119**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for compensation, in any upcoming revision of the Regulation;

*Amendment*

13. Calls on the Commission to incorporate the European Court of Justice's interpretations of various definitions and terms, in particular the notion of 'extraordinary circumstances' and **clear and detailed** rules for compensation, in any upcoming revision of the Regulation;

Or. en

**Amendment 120**  
**Gesine Meissner**  
**Motion for a resolution**  
**Paragraph 13**

*Motion for a resolution*

13. Calls on the Commission to **incorporate** the **European Court of Justice's interpretations of various**

*Amendment*

13. Calls on the Commission to **adopt clarifications on** the notion of 'extraordinary circumstances' and rules for

*definitions and terms, in particular the notion of 'extraordinary circumstances' and rules for **compensation**, in any upcoming revision of the Regulation;*

*assistance in cases of delays and right of redress in any upcoming revision of the Regulation;*

Or. en

**Amendment 121**  
**Olga Sehnalová**  
**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

*Amendment*

*13 a. In this regard, further calls on the Commission to develop a unified, complete and detailed system to assess the probative value of evidence submitted by airlines in order to demonstrate the existence of 'exceptional circumstances';*

Or. cs

**Amendment 122**  
**Hubert Pirker**  
**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

*Amendment*

*13a. Is of the opinion that due consideration should be given in the upcoming revision of the Regulation to extreme situations such as the volcanic ash crisis of April 2010;*

Or. de

**Amendment 123**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 13 a (new)**

*Motion for a resolution*

*Amendment*

**13a. Calls on the Commission to update all sources of information (Commission's website, DG TREN's website, documents, brochures) that set out the rights of airline passengers, taking account of the latest decisions by the European Court of Justice;**

Or. fr

**Amendment 124**

**Ádám Kósa**

**Motion for a resolution**

**Paragraph 14**

*Motion for a resolution*

*Amendment*

14. Believes that there is a strong need for clear rules regarding the content, timing and accuracy of the information communicated to air passengers, which should cover the reason for any delay or cancellation and expected duration of disruptions, as well as the alternative travel options available to passengers;

14. Believes that there is a strong need for clear rules regarding the content, **accessibility**, timing and accuracy of the information communicated to air passengers, which should cover the reason for any delay or cancellation and expected duration of disruptions, as well as the alternative travel options available to passengers;

Or. hu

**Amendment 125**

**Dominique Vlasto, Christine De Veyrac, Jim Higgins, Michel Dantin, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 14 a (new)**

*Motion for a resolution*

*Amendment*

**14a. Calls on the Commission to propose ways of better reconciling the practice of overbooking with the duty of information to the passenger and the right to services provided in accordance with the**



*conditions set out when the ticket was purchased;*

Or. fr

**Amendment 126**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 15**

*Motion for a resolution*

15. Emphasises that the upcoming revision of the Regulation should also define the body responsible for informing a package travel passenger of any alterations to service, as the contract is between the passenger and a tour operator and not directly with an air carrier;

*Amendment*

15. Emphasises that the upcoming revision of the Regulation should also define the body responsible for informing a package travel passenger *in good time* of any alterations to service, as the contract is between the passenger and a tour operator and not directly with an air carrier;

Or. ro

**Amendment 127**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 16**

*Motion for a resolution*

16. Highlights that the triple choice for the passenger between refunding, rerouting and rebooking in case of travel disruption is a basic right and that this choice should be immediately offered to all stranded passengers;

*Amendment*

16. Highlights that the triple choice for the passenger between refunding, rerouting and rebooking in case of travel disruption is a basic right and that this choice should be immediately offered to all stranded passengers *whenever possible*;

Or. de

**Amendment 128**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 16 a (new)**

*Motion for a resolution*

*Amendment*

***16a. Underlines the necessity to improve the process of complaint handling and therefore supports the Commissions intent to create a common standard form to be submitted by passengers to the EBs in case of complaint;***

Or. en

**Amendment 129**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

***18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;***

***deleted***

Or. de

**Amendment 130**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

***18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;***

***deleted***

Or. en

**Amendment 131**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

**18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;**

**deleted**

Or. en

**Amendment 132**  
**Christine De Veyrac, Dominique Vlasto, Jim Higgins, Michel Dantin, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

**18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;**

**18. Believes that passengers whose luggage has been lost or delayed should *be informed of their* rights *under the Montreal Convention and Regulation (EC) No 889/2002;***

Or. fr

**Amendment 133**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

*Amendment*

**18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of**

**18. Believes that passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of**

compensation and assistance, to passengers who have been delayed themselves;

compensation and assistance, to passengers who have been delayed themselves *when this affects the quality of travel or has a major impact on plans relating to the place of destination*;

Or. pl

**Amendment 134**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Believes that passengers whose luggage has been lost or delayed should enjoy *equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves*;

*Amendment*

18. Believes that passengers whose luggage has been lost or delayed should enjoy compensation *proportionate to the damage suffered*;

Or. fr

**Amendment 135**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Believes that passengers whose luggage has been lost or delayed should *enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves*;

*Amendment*

18. Believes that passengers whose luggage has been lost or delayed should *immediately be informed of their rights*;

Or. nl

**Amendment 136**  
**Spyros Danellis**

**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. **Believes** that *passengers whose luggage has been lost or delayed should enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;*

*Amendment*

18. **Considers** that *legislative or awareness-raising promotional action is required at European level with the aim of increasing public awareness of the rights and complaints procedures related to lost and delayed luggage.*

Or. en

**Amendment 137**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Believes that passengers whose luggage has been lost or delayed should *enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;*

*Amendment*

18. Believes that passengers whose luggage has been lost or delayed should ***be informed of their rights according to the Montreal Convention and EC Regulation 889/2002.***

Or. en

**Amendment 138**  
**Laurence J.A.J. Stassen**  
**Motion for a resolution**  
**Paragraph 18**

*Motion for a resolution*

18. Believes that passengers whose luggage has been lost or delayed should *enjoy equivalent rights, in terms of compensation and assistance, to passengers who have been delayed themselves;*

*Amendment*

18. Believes that passengers whose luggage has been lost or delayed should ***be informed of their rights under the Montreal Convention and Regulation (EC) No 889/2002;***

Or. nl

**Amendment 139**  
**Zigmantas Balčytis**  
**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Urges that it should be possible, in all cases, to fill in and submit the EU air passenger rights complaint form in an online electronic form on the web portal – a ‘one-stop shop’ – for air passenger rights in the EU;***

Or. lt

**Amendment 140**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Considers that, if luggage is delayed by more than six hours, compensation should be offered that is proportionate to the passenger’s needs so he has the items that he needs while he is waiting for his luggage to arrive;***

Or. fr

**Amendment 141**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

***18a. Is concerned about the practice***

*adopted by some air carriers of preventing passengers boarding with articles purchased in airport shops, in addition to their one item of hand luggage, but allowing them to make unrestricted purchases on board; considers that this practice restricts passengers' freedom of choice and creates unfair competition; urges the Commission to open an investigation aimed at putting an end to such practices;*

Or. es

**Amendment 142**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 18 a (new)**

*Motion for a resolution*

*Amendment*

*18 a. Calls for airports to provide a more comprehensive response to the issue of the quality of baggage handling services;*

Or. ro

**Amendment 143**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 18 b (new)**

*Motion for a resolution*

*Amendment*

*18b. Takes the view that because certain airlines charge for each item of luggage, there is an increasing reliance on hand luggage, causing mobility problems at airports; calls for improved cooperation and coordination between airports and air carriers in an effort to address such problems, for example by increasing the availability of luggage trolleys at arrivals gates and bags to carry items purchased at*

*airport shops, etc.*

Or. es

**Amendment 144**

**Jim Higgins, Christine De Veyrac, Michel Dantin, Dominique Vlasto, Carlo Fidanza**

**Motion for a resolution**

**Paragraph 19**

*Motion for a resolution*

19. Calls on the Commission to propose a maximum time limit of one month for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours;

*Amendment*

19. Calls on the Commission to propose a maximum time limit of one month for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours; ***and that passengers who make their reservation by electronic means, such as the internet, should also be entitled to make contact, at no cost, with their airline using the same means, and with a clearly marked address for same, so that the customer can quickly and easily make contact with the relevant staff at the airline to resolve any problems.***

Or. en

**Amendment 145**

**Nuno Teixeira**

**Motion for a resolution**

**Paragraph 19**

*Motion for a resolution*

19. Calls on the Commission to propose a maximum time limit of ***one month*** for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours;

*Amendment*

19. Calls on the Commission to propose a maximum time limit of ***three months*** for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours;



**Amendment 146**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 19**

*Motion for a resolution*

19. Calls on the Commission to propose a maximum time limit of one month for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours;

*Amendment*

19. Calls on the Commission to propose a maximum time limit of one month for industry and two months for EBs for handling of passenger complaints; considers that acknowledgement of receipt of complaints should be sent to passengers within 48 hours; ***considers also that a phone line and web service should be activated, through which passengers can obtain information on the progress of their complaints;***

Or. it

**Amendment 147**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 19 a (new)**

*Motion for a resolution*

*Amendment*

***19a. Supports the Commissions intent to create a consultative group on air passenger rights in order to help operators establish reasonable and precise timeframes when handling passenger claims;***

Or. en

**Amendment 148**  
**Carlo Fidanza, Jim Higgins, Christine De Veyrac, Dominique Vlasto, Michel Dantin**

**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Is of the opinion that **more balanced burden-sharing** between air carriers, **airports and other** service providers **concerned**, notably in extraordinary circumstances, should be **explored**;

*Amendment*

20. Is of the opinion that **enhanced cooperation and coordination** between air carriers, **airport managing bodies, ground handling agents, air navigation** service providers **and National Enforcement Bodies**, notably in extraordinary circumstances, should be **encouraged**;

Or. en

**Amendment 149**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Is of the opinion that more balanced burden-sharing between air carriers, airports and other service providers concerned, notably in extraordinary circumstances, **should be explored**;

*Amendment*

20. Is of the opinion that more balanced burden-sharing **should be put into effect** between air carriers, airports and other service providers concerned, **together with better cooperation and effective coordination between all parties in the industry**, notably in extraordinary circumstances;

Or. fr

**Amendment 150**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Is of the opinion that more balanced burden-sharing between air carriers, airports and other service providers concerned, notably in extraordinary

*Amendment*

20. Is of the opinion that more balanced burden-sharing between air carriers, airports and other service providers concerned, notably in extraordinary

circumstances, should be explored;

circumstances, should be explored, *in which connection it should be completely clear which service-provider is responsible for ensuring respect for the rights of passengers in a given situation*;

Or. nl

**Amendment 151**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 20**

*Motion for a resolution*

20. Is of the opinion that more balanced burden-sharing between air carriers, airports and other service providers concerned, notably in extraordinary circumstances, should be explored;

*Amendment*

20. Is of the opinion that more balanced burden-sharing between air carriers, airports and other service providers concerned, notably in extraordinary circumstances, should be explored *and established*;

Or. it

**Amendment 152**  
**Zigmantas Balčytis**  
**Motion for a resolution**  
**Paragraph 20 a (new)**

*Motion for a resolution*

*Amendment*

*20a. Urges that additional financial costs incurred by air carriers under the Regulation should not be passed on to the passengers in the form of higher fares;*

Or. lt

**Amendment 153**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 20 a (new)**

*Motion for a resolution*

*Amendment*

***20 a. Believes there is a need to review the widespread failure of passenger transport operators serving airports to comply with the obligation to provide child seats, thereby restricting parents' transport options;***

Or. hu

**Amendment 154  
Nathalie Griesbeck  
Motion for a resolution  
Paragraph 20 a (new)**

*Motion for a resolution*

*Amendment*

***20a. Considers that, in the event of the loss, delay or damage to luggage, the airlines must in the first instance compensate the passengers with whom they have concluded a contract but, at a later stage, airlines must have a right to seek redress from the airports or service providers when they are not necessarily responsible for any prejudice that has occurred;***

Or. fr

**Amendment 155  
Jacqueline Foster  
Motion for a resolution  
Paragraph 21**

*Motion for a resolution*

*Amendment*

***21. Invites the Commission to revise compensation criteria, levels and mechanisms; stresses that the currently applicable compensation levels should in no way be weakened, and that particular***

***deleted***

*attention should be given to every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he has suffered ;*

Or. en

**Amendment 156**  
**Jim Higgins, Dominique Vlasto, Michel Dantin, Christine De Veyrac**  
**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Invites the Commission to revise compensation criteria, levels and mechanisms; ***stresses that the currently applicable compensation levels should in no way be weakened***, and that particular attention should be given to every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he has suffered ;

*Amendment*

21. Invites the Commission to revise compensation criteria, levels and mechanisms, and that particular attention should be given to every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he has suffered ;

Or. en

**Amendment 157**  
**Brian Simpson**  
**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Invites the Commission to revise compensation criteria, levels and mechanisms; stresses that the currently applicable compensation levels should in no way be weakened, and that ***particular attention*** should be given to ***every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he***

*Amendment*

21. Invites the Commission to revise compensation criteria, levels and mechanisms; stresses that the currently applicable compensation levels should in no way be weakened, and that ***equal treatment*** should be given to ***both departing and arriving passengers to ensure arriving passengers are not subject to undue delay***;

*has suffered ;*

Or. en

**Amendment 158**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Invites the Commission to revise compensation criteria, levels and mechanisms; ***stresses that the currently applicable compensation levels should in no way be weakened, and that particular attention should be given to every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he has suffered;***

*Amendment*

21. Invites the Commission to revise compensation criteria, levels and mechanisms;

Or. nl

**Amendment 159**  
**Corien Wortmann-Kool**  
**Motion for a resolution**  
**Paragraph 21**

*Motion for a resolution*

21. Invites the Commission to ***revise*** compensation criteria, levels and mechanisms; ***stresses that the currently applicable compensation levels should in no way be weakened, and that particular attention should be given to every passenger who has experienced long delays, irrespective of the cause in order to take fully into account the damages he has suffered ;***

*Amendment*

21. Invites the Commission to ***review*** compensation criteria, levels and mechanisms ***with the aim of clarifying the criteria;***

Or. en

**Amendment 160**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 21 a (new)**

*Motion for a resolution*

*Amendment*

**21a. Considers that the airline company practice of contacting air passengers who have been subject to significant delays and securing their agreement to reduce the amount of compensation payable should be prohibited;**

Or. ro

**Amendment 161**  
**Inés Ayala Sender**  
**Motion for a resolution**  
**Paragraph 21 a (new)**

*Motion for a resolution*

*Amendment*

**21a. Calls on the Commission, in its review of the regulation on compensation, to establish a mechanism to update the amounts of Article 7 compensation in line with consumer price developments.**

Or. es

**Amendment 162**  
**Michel Dantin, Christine De Veyrac, Dominique Vlasto, Jim Higgins, Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

*Amendment*

**22. Stresses that the delay after which passengers are eligible for compensation should be made uniform across all transport modes, to avoid distortion of**

*deleted*

*competition and to simplify the rules for passengers;*

Or. fr

**Amendment 163**  
**Peter van Dalen**  
**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

*Amendment*

**22. Stresses that the delay after which passengers are eligible for compensation should be made uniform across all transport modes, to avoid distortion of competition and to simplify the rules for passengers;**

*deleted*

Or. nl

**Amendment 164**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 22**

*Motion for a resolution*

*Amendment*

22. Stresses that ***the delay after which passengers are eligible for compensation*** should be made uniform across all transport modes, to avoid distortion of competition and to simplify the rules for passengers;

22. Stresses that ***rules for assistance*** should be made uniform across all transport modes, to avoid distortion of competition and to simplify the rules for passengers;

Or. en

**Amendment 165**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 23**



*Motion for a resolution*

*Amendment*

**23. Believes that the Regulation should specifically cater for passengers who self-assist by purchasing refreshments or booking hotels or alternative flights and claiming back reasonable expenses from the air carrier;**

*deleted*

Or. en

**Amendment 166**

**Artur Zasada**

**Motion for a resolution**

**Paragraph 23**

*Motion for a resolution*

*Amendment*

23. Believes that the Regulation should specifically cater for passengers who self-assist by purchasing refreshments or booking hotels or alternative flights and claiming back reasonable expenses from the air carrier;

23. Believes that the Regulation should specifically cater for passengers who self-assist by purchasing refreshments or booking hotels or alternative flights and claiming back reasonable expenses from the air carrier; ***At the same time Regulation should include mechanisms protecting against abuse by the passengers.***

Or. en

**Amendment 167**

**Carlo Fidanza, Christine De Veyrac, Dominique Vlasto, Michel Dantin**

**Motion for a resolution**

**Paragraph 23**

*Motion for a resolution*

*Amendment*

23. Believes that the Regulation should ***specifically cater*** for passengers ***who*** self-assist by purchasing refreshments or booking hotels or alternative flights and claiming back reasonable expenses from the air carrier;

23. Believes that, ***in order to guarantee the rights of passengers and at the same time to avoid abuses, the*** Regulation should ***clarify provisions, if and when it is allowed*** for passengers ***to*** self-assist by purchasing refreshments or booking hotels

or alternative flights and claiming back reasonable expenses from the air carrier;

Or. en

**Amendment 168**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 23 a (new)**

*Motion for a resolution*

*Amendment*

**23a. Calls on the Commission to provide a clear definition of ‘extraordinary circumstances’, including appropriate criteria and compensation options.**

Or. de

**Amendment 169**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 23 b (new)**

*Motion for a resolution*

*Amendment*

**23b. Stresses that giving equal treatment to long delays and flight cancellations provides an incentive for airlines to cancel a delayed flight which could perhaps still have taken off;**

Or. de

**Amendment 170**  
**Ádám Kósa**  
**Motion for a resolution**  
**Subheading 3**

*Motion for a resolution*

*Amendment*

Regulation 1107/2006 concerning the

Regulation (EC) No 1107/2006 concerning

PE480.549v01-00

74/86

AM\889237EN.doc

rights of *people* with reduced mobility when travelling by air

the rights of *persons with disabilities and* persons with reduced mobility when travelling by air

Or. hu

**Amendment 171**  
**Marian-Jean Marinescu**  
**Motion for a resolution**  
**Paragraph 24 a (new)**

*Motion for a resolution*

*Amendment*

**24a. Encourages the Commissions to implement an EU wide action plan with all measures to be taken by national authorities in order to improve supervision on the application of the Regulation;**

Or. en

**Amendment 172**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 25**

*Motion for a resolution*

*Amendment*

25. Calls on the Commission and Member States to ensure barrier-free access for PRM and persons with disabilities to all air transport services; emphasises that, in this regard, the right to use *mobility* devices as well as to be accompanied by a recognised guide or assistance dog should be guaranteed in all circumstances; calls on the Commission to propose legislation covering the physical accessibility of aircraft and airports, in order to ensure that infrastructural and design barriers do not prevent persons with disabilities and PRM from enjoying equal travel opportunities;

25. Calls on the Commission and Member States to ensure barrier-free access for PRM and persons with disabilities to all air transport services; emphasises that, in this regard, the right to use *assistive* devices as well as to be accompanied by a recognised guide or assistance dog should be guaranteed in all circumstances; calls on the Commission to propose legislation covering the physical accessibility of aircraft and airports, **taking into consideration the requirements of design for all/universal design**, in order to ensure that infrastructural and design barriers do not prevent persons with disabilities and

PRM from enjoying equal travel opportunities;

Or. hu

**Amendment 173**  
**Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 25**

*Motion for a resolution*

25. Calls on the Commission and Member States to **ensure** barrier-free access for PRM and persons with disabilities to **all** air transport services; emphasises that, in this regard, the right to use mobility devices as well as to be accompanied by a recognised guide or assistance dog should be **guaranteed in all circumstances**; calls on the Commission to propose legislation covering the physical accessibility of **aircraft and** airports, in order to ensure that infrastructural **and design** barriers do not prevent persons with disabilities and PRM from enjoying equal travel opportunities;

*Amendment*

25. Calls on the Commission and Member States to **facilitate** barrier-free access for PRM and persons with disabilities to air transport services; emphasises that, in this regard, the right to use mobility devices as well as to be accompanied by a recognised guide or assistance dog should be **facilitated**; calls on the Commission to propose legislation covering the physical accessibility of airports, in order to ensure that infrastructural barriers do not prevent persons with disabilities and PRM from enjoying equal travel opportunities;

Or. en

**Amendment 174**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 25**

*Motion for a resolution*

25. Calls on the Commission and Member States to **ensure** barrier-free access for PRM and persons with disabilities to all air transport services; **emphasises that, in this regard, the right to use mobility devices as well as to be accompanied by a recognised guide or assistance dog should be**

*Amendment*

25. Calls on the Commission and Member States to **facilitate** barrier-free access for PRM and persons with disabilities to all air transport services;

*guaranteed in all circumstances; calls on the Commission to propose legislation covering the physical accessibility of aircraft and airports, in order to ensure that infrastructural and design barriers do not prevent persons with disabilities and PRM from enjoying equal travel opportunities;*

Or. en

**Amendment 175**  
**Silvia-Adriana Țicău**  
**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger;

*Amendment*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger *and forwarded to the air carrier*;

Or. ro

**Amendment 176**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

*Does not affect the English version*

*Amendment*

Or. hu

**Amendment 177**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger;

*Amendment*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger; ***when assistance cannot be provided, people with disabilities should be able to request paid assistance from a carer;***

Or. pl

**Amendment 178**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger;

*Amendment*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger; ***Stresses the need for the recognition of an infant or small child as a person with reduced mobility due to age.***

Or. en

**Amendment 179**  
**Inés Ayala Sender**

**Motion for a resolution**  
**Paragraph 26**

*Motion for a resolution*

26. Emphasises that the information formats and booking process must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger;

*Amendment*

26. Emphasises that the information formats, booking process ***and complaints procedures*** must be fully accessible, that PRM and persons with disabilities should be able to communicate their assistance needs at the same time as booking their ticket and that a confirmation of the assistance notification should be provided to the passenger;

Or. es

**Amendment 180**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 26 a (new)**

*Motion for a resolution*

*Amendment*

***26a. Points out that, although flight security is of major public interest, an airline cannot deny boarding to a disabled passenger or a passenger with reduced mobility on the pretext that he is unaccompanied; emphasises that the airline cannot routinely require such passengers to be accompanied by another person;***

Or. fr

**Amendment 181**  
**Nathalie Griesbeck**  
**Motion for a resolution**  
**Paragraph 26 b (new)**

*Motion for a resolution*

*Amendment*

***26b. Stresses the need to train flight crews***

*to help passengers who are disabled or who have reduced mobility, so as to make it easier for them to board and disembark from aircraft;*

Or. fr

**Amendment 182**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 27**

*Motion for a resolution*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, ***including*** handling of ***mobility equipment***, emphasises that the training should be provided in cooperation with representative organisations of persons with disabilities and PRM;

*Amendment*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, ***with particular regard to*** handling of ***assistive devices***; emphasises that the training should be provided in cooperation with representative organisations of persons with disabilities and PRM;

Or. hu

**Amendment 183**  
**Carlo Fidanza**  
**Motion for a resolution**  
**Paragraph 27**

*Motion for a resolution*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, including handling of mobility equipment; ***emphasises that the training should be provided in cooperation with representative organisations of persons with disabilities and PRM;***

*Amendment*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, including handling of mobility equipment



**Amendment 184**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 27**

*Motion for a resolution*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, **including** handling of mobility equipment; emphasises that the training should be provided in cooperation with representative organisations of persons with disabilities and PRM;

*Amendment*

27. Underlines that training of air carrier, airport and EB personnel plays a key role and must adequately cover the different and individual needs of PRM and persons with disabilities, **especially reception arrangements, interpersonal and psychological aspects and** handling of mobility equipment; emphasises that the training should be provided in cooperation with representative organisations of persons with disabilities and PRM;

Or. it

**Amendment 185**  
**Dieter-Lebrecht Koch**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use medical oxygen on airlines free of charge; considers that a list of approved medical oxygen equipment **should** be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **their own** medical oxygen on airlines free of charge; considers that a list of approved medical oxygen equipment **needs to** be drawn up **by the EASA** in cooperation with industry and representative organisations of persons with disabilities and PRM;

Or. de

**Amendment 186**  
**Ádám Kósa**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use medical oxygen on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities **and PRM**;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use medical oxygen on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of **PRM and** persons with disabilities;

Or. hu

**Amendment 187**  
**Artur Zasada**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **medical oxygen** on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **safety approved respiratory devices** on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM **taking due account of all safety requirements**;

Or. en

**Amendment 188**  
**Carlo Fidanza, Jim Higgins**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **medical oxygen** on **airlines** free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **safety approved respiratory devices** on **aircraft** free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM **taking due account of safety requirements**;

Or. en

**Amendment 189**  
**Jacqueline Foster**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **medical oxygen** on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **safety approved respiratory devices** on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM **taking due account of safety requirements**;

Or. en

**Amendment 190**  
**David-Maria Sassoli**  
**Motion for a resolution**  
**Paragraph 28**

*Motion for a resolution*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use medical oxygen on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

*Amendment*

28. Calls on the Commission to submit a proposal ensuring that PRM and persons with disabilities have at all times the right to use **safe and approved** medical oxygen **breathing equipment** on airlines free of charge; considers that a list of approved medical oxygen equipment should be drawn up in cooperation with industry and representative organisations of persons with disabilities and PRM;

Or. it

**Amendment 191**

**Ádám Kósa**

**Motion for a resolution**

**Paragraph 29 – point 1 (new)**

*Motion for a resolution*

*Amendment*

***(1) Is of the opinion that establishing minimum standards for providing information in accessible formats for persons with disabilities at all EU airports is required, with particular regard to emergency situations. Calls the Commission's attention to new technologies which are now available, such as video-based sign language services and text-based services;***

Or. hu

**Amendment 192**

**Silvia-Adriana Țicău**

**Motion for a resolution**

**Paragraph 29 a (new)**

*Motion for a resolution*

*Amendment*

***29a. Calls for an end to the abusive***

*and/or discriminatory practices employed by some airline companies requiring PRM passengers to sign, prior to boarding, a statement exempting the airline company from liability for any damage caused to their mobility equipment;*

Or. ro

**Amendment 193**  
**Bogdan Kazimierz Marcinkiewicz**  
**Motion for a resolution**  
**Paragraph 30**

*Motion for a resolution*

30. Insists that any damage to the mobility equipment of PRM must be compensated in full, as such equipment is important for their integrity, dignity and independence and is therefore in no way comparable with luggage, and that the passenger should have the right, whenever possible, to use his or her own wheelchair until the door of the aircraft, and receive it back at the door of the aircraft upon arrival;

*Amendment*

30. Insists that any damage to the mobility equipment of PRM must be compensated in full, as such equipment is important for their integrity, dignity and independence and is therefore in no way comparable with luggage, and that the passenger should have the right, whenever possible, to use his or her own wheelchair until the door of the aircraft, and receive it back *intact* at the door of the aircraft upon arrival;

Or. pl

**Amendment 194**  
**Carlo Fidanza, Christine De Veyrac, Dominique Vlasto, Michel Dantin**  
**Motion for a resolution**  
**Paragraph 30**

*Motion for a resolution*

30. *Insists* that *any damage to* the mobility equipment of PRM must be compensated in full, as such equipment is important for their integrity, dignity and independence and is therefore in no way comparable with luggage, and that the passenger should have the right, whenever possible, to use his or her own wheelchair until the door of

*Amendment*

30. *calls on the Commission to make efforts in view of a possible modification of the Montreal Convention, as to ensure* that the mobility equipment of PRM must be compensated in full, as such equipment is important for their integrity, dignity and independence and is therefore in no way comparable with luggage, and that the

the aircraft, and receive it back at the door of the aircraft upon arrival;

passenger should have the right, whenever possible, to use his or her own wheelchair until the door of the aircraft, and receive it back at the door of the aircraft upon arrival; ***meanwhile insists that PRMs must be informed of their right to claim compensation for damages to their mobility equipment and of their right to make a special declaration of interest in accordance with the Montreal Convention;***

Or. en

**Amendment 195**  
**Philip Bradbourn**  
**Motion for a resolution**  
**Paragraph 31 – indent 1 (new)**

*Motion for a resolution*

*Amendment*

***- Insists that a ‘full service’ airline providing flight catering to passengers may not discriminate against passengers requiring special meals due to pre-existing medical conditions (e.g. Coeliacs, diabetes etc.) and that such special meals be provided at no extra cost to the passenger in all cases of travel.***

Or. en