

Brussels, 10 July 2018

TRAN hearing on Airline distribution channel discrimination

- 38 member organisations, 21 countries
- founded 2002
- The European umbrella organization of national and regional passengers' organizations
- Financed by its member organisations
- Representing passengers' views at the European level
- Dealing with all modes of public transport such as local transport, railways, buses, aviation and maritime transport

Arriën Kruyt:

- Board member of EPF
- Former chairman of Rover, the Dutch union of public transport users
- Interim manager

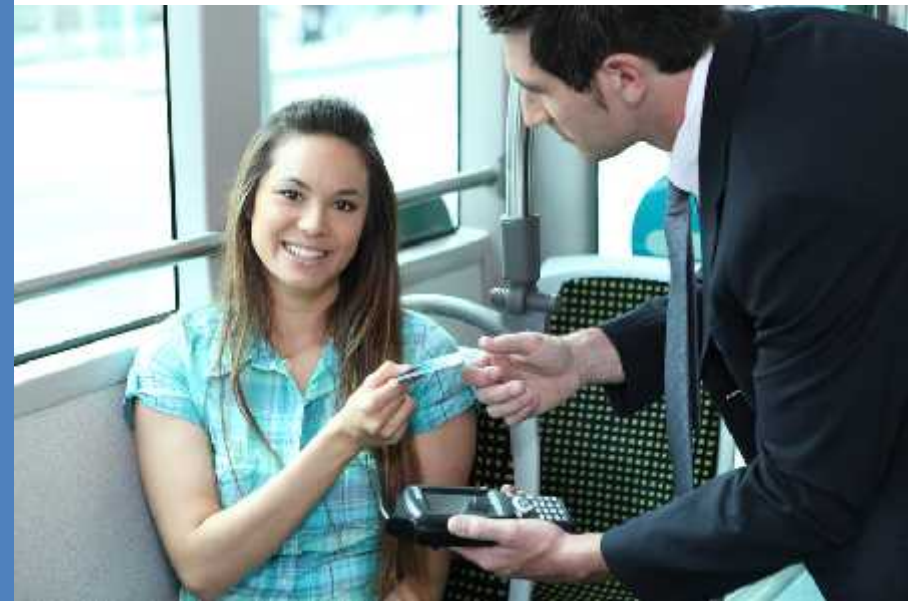


➤ WHAT INFORMATION DO PASSENGERS NEED?



Passengers need reliable information on:

- Timetables
- Costs, not only prices
- Booking



- Incomplete information on timetables of various airlines
- No transparency on costs
 - Additional surcharges
 - Extra costs for luggage
 - Extra booking costs
 - Hidden costs

Passengers need:

- Information on all the airlines and timetables
- Transparency on costs
- No differences in booking channels
- Information on passengers' rights
- Information on the journey beyond the airport

➤ Thank you for your attention!

