

WRITTEN QUESTION E-4146/08  
by Ignasi Guardans Cambó (ALDE)  
to the Commission

Subject: Infringement of air-passengers' rights

For some months now a number of airlines have offered their passengers the possibility of advance on-line check-in for their flight. However, some of those airlines require their passengers to hold a passport or an identity card issued within the European Union (EU) or the European Economic Area (EEA). This requirement means that EU residents from a country which does not belong to the EU or the EEA are unable to carry out on-line check-in, even though they hold a valid residence permit. Furthermore, certain airlines charge a supplement for traditional check-in at the airport.

In view of the fact that many EU residents have no EU passport or identity card and given that certain sectors of the European population (such as the elderly) have no ready access to the Internet for the purpose of on-line check-in, will the Commission answer the following questions?

Does the Commission consider the charging of a supplement for check-in at the airport to be in accordance with European consumers' rights and the principle of non-discrimination?

Is preventing legal residents of the EU from checking in on-line and requiring them to pay a supplement for check-in at the airport whenever they fly with one of the airlines concerned in accordance with consumer protection and the *aquis communautaire*?

What action is the Commission intending to take in order to outlaw this kind of discriminatory (and in certain cases, dishonest) practice which may undermine the rights of European citizens and EU residents?