

Question for written answer E-001823/2019
to the Commission
Rule 130
Gabriele Preuß (S&D)

Subject: Passenger rights

The EU and Georgia have signed multiple legal agreements on aviation. These agreements should also align legislation in the field of passenger rights. However, passengers have reported that the EU airline Wizz Air uses the practice of overbooking for its flights from Kutaisi airport to the EU. Although passengers are informed on the website that they can check in at the airport, their seats are given away if they do not check in online 24 hours before departure. At the airport, staff systematically fail to inform passengers about their rights for re-routing or compensation, and neither is such information visibly displayed.

1. To what extent are the Georgian authorities obliged to check if EU airlines, or airlines flying from Georgia into the EU, are in compliance with the passenger rights regulation?
2. Which national aviation authority is responsible if a Georgian passenger wants to assert his or her rights against an EU airline?
3. How would the Commission assess the overall success of the harmonisation of EU and Georgian passenger rights systems?