

Question for written answer E-003175/2019
to the Commission
Rule 138
Marc Botenga (GUE/NGL)

Subject: Calculation of flight times and consequences for compensation

Regulation 261/2004 provides that, when a flight is delayed, passengers can seek reimbursement of part, or all, of the ticket price. The European Court of Justice ruled in 2014 on how delays are to be calculated. However, some passengers have noticed that the duration of a flight is sometimes exaggerated by airlines, which may artificially reduce the length of a delay. Travellers experience this in particular when the flight duration on the booking confirmation differs from the flight duration on the ticket. When airlines use the longest flight duration to calculate compensation, passengers can be deprived of their right to compensation.

1. How does the Commission interpret Regulation No 261/2004 as regards the fixed duration of flights?
2. In the Commission's view, is it permissible for airlines to take advantage of different flight durations on booking confirmations and tickets to evade their obligation to provide compensation?