Question for written answer E-002059/2020

to the Commission

Rule 138

Biljana Borzan (S&D)

Subject: Air passenger rights during the COVID-19 pandemic

The Commission has published guidelines on EU air passenger rights, but in practice, airline companies are failing to offer a refund option to passengers, and instead force them to rebook or accept vouchers. It is understandable that airlines are facing difficulties during the pandemic, but this should not be an excuse for misleading consumers. Consumers usually show understanding about the longer time needed to obtain a refund, but many of our citizens are economically unprepared for this situation, and should be able to recover their money.

Is the Commission monitoring whether airlines are respecting EU air passenger rights during the pandemic?

How is the Commission planning to ensure that consumers are fully informed about their rights?

Is the Commission planning to publish additional guidelines on vouchers, since the vouchers currently being offered are usually only valid until the end of 2020, which is hardly a ‘reasonable time’?