On 18 March 2020, the Commission adopted Interpretative Guidelines\(^1\) on EU passenger rights Regulations\(^2\) in the context of the developing situation with COVID-19, which recalled that passengers have the choice between cash reimbursement and reimbursement in the form of a voucher.

In addition, on 13 May 2020, the Commission adopted a Recommendation on vouchers offered to passengers and travellers as an alternative to reimbursement for cancelled package travel and transport services in the context of the COVID-19 pandemic\(^3\). It recalls that the right of passengers and travellers, under the Union passenger rights Regulations and the Package Travel Directive\(^4\), to get a full refund if their trip is cancelled also applies in the current unprecedented circumstances.

The Commission wrote to the government of Greece calling on it to ensure the respect of EU law. If deemed necessary, the Commission will consider appropriate enforcement actions, including the opening of infringement proceedings under Article 258 of the Treaty on the Functioning of the European Union (TFEU).

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