Question for written answer E-004870/2020

to the Commission

Rule 138

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Subject: Action to tackle discrimination against air passengers with disabilities

People with disabilities often complain about the discrimination they experience in air travel. With that in mind, and given the abuses still being committed by some airlines, the Commission is currently looking at Regulation (EC) No 1107/2006 with a view to updating it.

On 19 July 2020, Ryanair did not allow a visually impaired passenger to board because they ‘did not have their dog’s vaccination record to hand’, even though the passenger had previously flown with other airlines with no problem.

The use of assistance dogs to help with mobility ensures that people can retain their personal autonomy, dignity and freedom. The right of access to flights is enshrined in Article 7(2) of Regulation (EC) No 1107/2006. Denying boarding therefore constitutes serious discrimination in depriving passengers of their rights.

1. Given that this is not the first time that passengers with disabilities have complained about Ryanair’s treatment of them, is the Commission considering taking any steps to prevent such infringements?

2. Are there plans for the new review of the regulation to include sanctions for discriminatory conduct on the part of airlines?