

**Question for written answer E-005770/2020  
to the Commission**

Rule 138

**Izaskun Bilbao Barandica** (Renew)

Subject: Terms and conditions governing the use of refund vouchers for flights cancelled because of COVID-19

Airlines are required to reimburse their customers for flights cancelled because of COVID-19. Some airlines offered vouchers for new flights without warning that they would be subject to conditions such as the following: splitting ticket costs into EUR 50 vouchers and banning customers from using more than one voucher when booking a flight; combining this practice with the setting of an expiry date that makes it difficult to use the split vouchers in time; stipulating that new flights cannot be booked for persons other than those named on the initial reservation; making customers wait for vouchers for more than five months, or insisting that reservations paid for with vouchers be made by phone and not on the airline's website, forcing customers to use complex purchasing processes and to retrieve information about flights that were cancelled months ago.

1. Is the Commission aware of these practices?
2. Does it regard them as consistent with EU law, in particular if passengers were not warned of the terms and conditions applicable?
3. Do passengers forfeit their rights when they stop seeking reimbursement and accept vouchers?