In response to the difficult situation at a number of European airports, the Commission is closely monitoring the situation and is in close contact with the national enforcement bodies in charge of air passenger rights and the different parts of the aviation sector to identify practical solutions. In this context, the industry has been duly informed that passenger rights must be respected and that passengers should be offered reliable, enjoyable, safe and secure air travel.

However, the Commission has limited competence to deal with the current situation at the airports. Under the EU rules on passenger rights the Commission has no power to intervene in individual disputes between passengers and air carriers. The Commission monitors whether national enforcement bodies in the Member States correctly implement and apply the EU passenger rights rules and fosters adequate coordination between them.

Finally, the Commission promotes passenger rights’ awareness by means of a dedicated smartphone app and provides clear information to passengers on the Your Europe website.

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