

**Priority question for written answer P-002620/2022
to the Commission**
Rule 138
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Subject: Protecting passengers against recent flight disruptions in Europe

Travelling in Europe at present is turning out to be a hazardous experience.

Travellers are paying more than before for flight tickets, but they have scarce chances of actually making it to their destination. In the past couple of months we have seen thousands of cancelled flights, and an unprecedented number of strikes, slowdowns and staff shortages.

Despite the existing EU Air Passengers' Rights Regulation, passengers have little information on reimbursements for cancelled or changed flights, or on their lost or damaged luggage, and they get last-minute details or no details at all on whether their flight will go ahead or not.

1. How is the Commission monitoring airline companies operating in the EU to ensure that they are complying with EU legislation and properly implementing the EU Air Passengers' Rights Regulation, and how is it protecting Europeans in these times of crisis?
2. How can the Commission ensure that airline companies provide passengers with proper compensation and alternatives for cancelled flights and clear updated information on their flights? How are companies being held accountable?
3. How are the Commission and the Member States enforcing passengers' rights at present? How are they planning to improve current standards and legislation so that such disruptions no longer occur?