

**Priority question for written answer P-002694/2022  
to the Commission**

Rule 138

**Dita Charanzová** (Renew)

Subject: Passenger rights at European airports

Long queues at check-in desks are now becoming the norm at European airports. Many passengers often miss their flights because of these queues, even if they comply with all the carrier's requirements (for example, arriving more than two hours before departure time). The EU grants passengers the right, for instance, to reimbursement of their ticket if their problems are caused by the behaviour of the airlines themselves, but similar rights do not apply when the problems are caused by a third party, such as an airport or its security. Consumers are therefore facing a difficult situation and have no way of asserting their rights. In the light of this:

1. How does the Commission intend to address this situation?
2. What specific rights can passengers claim in these situations?
3. Does the Commission feel that existing passenger protection legislation needs to be revised?