

**Priority question for written answer P-003487/2023
to the Commission**

Rule 138

Robert Biedroń (S&D)

Subject: Air passenger rights

Following the pandemic, and airlines' subsequent poor behaviour towards their passengers, consumer confidence in commercial aviation has plummeted. What does the Commission intend to do to further strengthen air passenger rights in order to restore consumer confidence?

1. Airlines can make it unnecessarily burdensome and complicated for passengers to exercise their rights and claim compensation in the event of severe disruptions. How does the Commission enforce proper compliance by airlines with EU rules on air passenger rights so that passengers can feel protected?
2. Travelling and tickets have become 'unbundled': by decoupling the bulk of services from the ticket and selling them as add-on services, airlines are creating loopholes to avoid their responsibilities under Regulation (EC) 261/2004. Does the Commission intend to investigate this practice and take appropriate action?
3. Following on from the above question, airlines have been appropriating services such as luggage allocation and offering these to passengers at an additional cost. Since airlines take ownership of luggage services by charging their customers, it seems only logical for lost, stolen and/or damaged luggage to fall within the scope of protection under Regulation (EC) 261/2004. How will the Commission ensure adequate protection of passengers regarding luggage?

Submitted: 29.11.2023