

**Van:** 10.2.e ) - KLM  
**Aan:** 10.2.e ) - DGMI  
**Onderwerp:** Fwd: Ideas to balance passenger rights and airline interests  
**Datum:** zaterdag 4 april 2020 13:25:25  
**Bijlagen:** [Ideas to balance passenger rights and airline interests.docx](#)

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Ha 10.2.e

BRW

Gr  
10.2.e

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**Van:** 10.2.e - KLM <10.2.e@klm.com>  
**Verzonden:** vrijdag, april 3, 2020 11:18 PM  
**Aan:** 10.2.e - KLM; 10.2.e - KLM  
**Onderwerp:** FW: Ideas to balance passenger rights and airline interests

FYI. Ik had vandaag 10.2.e gesproken. Hij wilde graag met iemand sparren over de risico's van vouchers.

Ik heb hem naar 10.2.e verwezen. Zie zijn ideeën voor betere balans.

Ik stuur deze aan jullie door omdat hier mogelijk discussie over ontstaat volgende week en ik ben volgende week vrij.

Gr.

10.2.e

KLM ROYAL DUTCH AIRLINES

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**From:** 10.2.e @iata.org>  
**Sent:** Friday, April 03, 2020 7:21 PM  
**To:** 10.2.e - KLM 10.2.e @klm.com>  
**Subject:** FW: Ideas to balance passenger rights and airline interests

FYI

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**From:** 10.2.e ) - BSK <10.2.e@minienw.nl>  
**Sent:** Friday, April 3, 2020 6:53 PM  
**To:** 10.2.e 10.2.e @iata.org>

Cc: 10.2.e ) - DGMI <10.2.e @minienw.nl>; 10.2.e  
<10.2.e @minbuza.nl>

**Subject:** Ideas to balance passenger rights and airline interests

Dear 10.2.e ,

It was a pleasure to have a fruitful discussion with you this afternoon. As promised I hereby send you my ideas, and I'm looking forward to hear your reflection as well as the actions you'll take on this matter.

Best regards,

10.2.e

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**Directorate Aviation**  
**Ministry of Infrastructure and Water Management**  
Rijnstraat 8 | 2515 XP | The Hague | The Netherlands

.....  
**T** +31 10.2.e  
**E** 10.2.e @minienw.nl  
**W** [www.government.nl/topics/aviation](http://www.government.nl/topics/aviation)

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