

**Van:** 10.2.e  
**Aan:** 10.2.e ) - BSK  
**Onderwerp:** RE: Refunds and Regulation 261  
**Datum:** dinsdag 24 maart 2020 18:29:39

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Dear 10.2.e ,

Thanks very much for this and your understanding. 10.2.g

10.2.e .

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**From:** 10.2.e ) - BSK  
**Sent:** Tuesday, March 24, 2020 5:25 PM  
**To:** 10.2.e  
**Subject:** RE: Refunds and Regulation 261

Dear 10.2.e ,

Our minister urged the Commission last week in a video conference to seriously consider vouchers as a temporary alternative to refunds, because of the impact for airlines on liquidity. To legalize vouchers we'd indeed need to make an amendment to R261. We are still in the process of national decision making on this matter. I'm maintaining good relations with my French colleague, and know about their intentions.

Best regards,

10.2.e

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**Directorate Aviation**

**Ministry of Infrastructure and Water Management**  
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.....  
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E 10.2.e @minienw.nl

W [www.government.nl/topics/aviation](http://www.government.nl/topics/aviation)

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**Van:** 10.2.e @united.com>  
**Verzonden:** dinsdag 24 maart 2020 10:01  
**Aan:** 10.2.e - DGB <10.2.e k@minienw.nl>  
**CC:** 10.2.e ) - BSK 10.2.e @minienw.nl>  
**Onderwerp:** RE: Refunds and Regulation 261

Dear 10.2.e ,

Many thanks.

10.2.e ,

Good to meet you. As you may know, the French Government is actively supporting the proposed measure.

Best,

10.2.e .

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**From:** 10.2.e ) - DGB 10.2.e @minienw.nl>  
**Sent:** Tuesday, March 24, 2020 8:46 AM  
**To:** 10.2.e @united.com>  
**Cc:** 10.2.e ) - BSK <10.2.e @minienw.nl>  
**Subject:** RE: Refunds and Regulation 261

Dear 10.2.e ,

Unfortunately I don't know the answer to your question, but I've copied my colleague 10.2.e who's in charge of all Regulation 261 related issues. Hopefully he can help.

Best,

10.2.e

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**Van:** 10.2.e <[redacted]>@united.com>

**Verzonden:** maandag 23 maart 2020 23:51

**Aan:** 10.2.e <[redacted]> - DGB <10.2.e <[redacted]>@minienw.nl>

**Onderwerp:** Refunds and Regulation 261

Dear 10.2.e <[redacted]> ,

I am writing to request your support for an emergency amendment to Regulation 261 that would allow airlines to offer a travel voucher in lieu of a refund for cancellations associated with COVID-19? This provision would help airlines maintain cash reserves critical to their survival while providing passengers with the option to use the voucher or seek a refund after 12 months. We understand that a number of Member States support this amendment as a measure that will help the industry to weather the current crisis.

Let me your thoughts on this proposal.

Thanks,

10.2.e <[redacted]> .

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