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First up, Berlin will need to get the green light to amend air passenger rights legislation to allow vouchers rather than cash refunds. The government will make the plan - which involves issuing refunds through vouchers valid for use up to the end of 2021 - law for events anyway. If vouchers haven't been used by the expiry date then refunds would be required. By then, we hope, things will have got back to normal.

Claims agencies fighting: APRA, the lobby representing companies that file compensation claims against airlines, said it is still fighting to keep EU legislation as it is (they make a cut from what they win back for aggrieved passengers). "We understand that this is a time of crisis for airlines, but it is a crisis for



