

Artikel 10 lid 2 onder e Wob ) - ILT

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## COVID-19: Commission provides guidance on EU passenger rights



Artikel 10 lid 2 onder e Wob

Dear APR Team

We appreciate the Interpretative Guidelines of the Commission on Covid-19 situation. As of yesterday we have been reported that most of the Airlines have suppressed on their homepage the possibility for passengers to claim the ticket refund in case of cancelled flights. They can only opt for a credit / voucher or later re-routing, depriving the passenger of his right to opt for a reimbursement. This in our view constitutes a breach of Art. 8 which leaves the choice to the passenger and we therefore have contacted several airlines. Looking at the Guidelines I assume that this is also the understanding of the Commission? Do other colleagues from NEBs face the same situation? Thank you for your feedback.

Kind regards Artikel 10



Artikel 10 lid 2

Dear Artikel 10 ,

We have indeed the same problem in Belgium.

Best regards

Artik

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