


10 lid 2 e Wob ) - ILT

**Van:** 10 lid 2 e Wob ) - BSK  
**Verzonden:** donderdag 12 maart 2020 17:53  
**Aan:** 10 lid 2 e Wob ) - ILT; 10 lid 2 e Wob - ILT; 10 lid 2 e Wob ) - ILT  
**CC:** 10 lid 2 e Wob - ILT  
**Onderwerp:** RE: corona irt passagiersrechten

Vaait buiten reikwijdte afgestemd Min i&W

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**Van:** 10 lid 2 e Wob ) - ILT 10 lid 2 e @ilent.nl>  
**Verzonden:** donderdag 12 maart 2020 17:44  
**Aan:** 10 lid 2 e Wob - BSK 10 lid 2 e Wob @minienw.nl>; 10 lid 2 e Wob ) - ILT  
 <10 lid 2 e @ILenT.nl>; 10 lid 2 e Wob - ILT <10 lid 2 e @ilent.nl>  
**CC:** 10 lid 2 e Wob ) - ILT 10 lid 2 e Wob @ILenT.nl>  
**Onderwerp:** FW: corona irt passagiersrechten

Dag 10 lid 2

Ter info. Omdat wij hier vragen over krijgen verstrekken wij info op onze website. Zal op korte termijn worden gepubliceerd.

10 lid

Verzonden met BlackBerry Work([www.blackberry.com](http://www.blackberry.com))

**Van:** "10 lid 2 e Wob ) - ILT" 10 lid 2 e Wob @ilent.nl>  
**Verzonden:** 12 mrt. 2020 14:00  
**Naar:** "10 lid 2 e Wob ) - ILT" <10 lid 2 e @ilent.nl>  
**Cc:** "10 lid 2 e Wob ) - ILT" <10 lid 2 e @ILenT.nl>  
**Onderwerp:** RE: corona irt passagiersrechten

Ha 10 lid ,

Via het NEB-netwerk worden hier ook vragen over gesteld. De Commissie geeft aan:

*"As you rightly point out, Regulation 261/2004 covers events of a flight cancellation by the airlines. The remaining cases of cancellations do not fall under this EU legislation. In those circumstances, we would advise the passengers to check the terms and conditions in the **General Terms & Conditions of Carriage of the airline**.*

Concerning the regulation 261/2004 it is important to highlight that in the event of a flight cancellation Regulation 261/2004 obliges airlines first of all to **re-route passengers** or to **reimburse** them.

**Compensation** can be due if the passengers are informed less than 14 days before the scheduled departure, except:

in cases where the passenger can be rerouted within a certain time bracket.

if the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. The situation which air carrier have faced recently and are still facing due to the Covid-19 can most likely justify the application of the extraordinary circumstances exemption to apply in many cases, so that no compensation has to be paid to passengers. However, it is important to note that as the time goes by and the situation becomes more foreseeable air carriers can be expected to adapt accordingly and thus the reasonable measure test will become stricter, meaning that short term cancellations (less than 14 days in advance) should diminish, but see also point 5.5. of the Interpretative Guidelines which mention that "intolerable sacrifices in the light of the capacities of its undertaking at the relevant time" are not expected (see the case-law referred to in that context in the Guidelines for further details).

As you well known, as always in case of extraordinary circumstances, it will depend on the specific case (i.e. flight cancellation or other travel disruption) whether the 'extraordinary circumstance' exemption can be applied or not."

En CAA-UK met een guidance: <https://www.caa.co.uk/Commercial-industry/Airlines/Guidance-on-consumer-law-for-airlines/>

We sturen momenteel een voorstel richting ons communicatieteam voor informatie op onze website (zie bijlage).

Grt, 10 lid 1

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**Van:** 10 lid 2 e Wob ) - ILT <10 lid 2 e @ilent.nl>

**Verzonden:** donderdag 12 maart 2020 09:50

**Aan:** 10 lid 2 e Wob - ILT 10 lid 2 e Wob @ilent.nl>

**CC:** 10 lid 2 e Wob - ILT <10 lid 2 e @ILenT.nl>

**Onderwerp:** corona irt passagiersrechten

Ha 10 lid 1,

Artikel 11 lid 1 Wob

10 lid 1