

**Table A - SUMMARY OF VOLUNTARY COMMITMENTS AND REGULATORY MEASURES**

Item	Voluntary Commitments by airlines			Legislation/Regulation*		International Liability Conventions
	<a href="#">ATA Airline Customer Service Commitment</a>	<a href="#">European Airline Passenger Service Commitment</a>	IATA Global Customer Service Framework & RP 1724	United States	European Union (EU) & ECAC	
<b>Before the travel</b>						
Offer the lowest fare available	Yes	Yes	Yes	-	-	-
Inform of possible availability of lower fares at web site	-	Yes	Yes*1	*3	*13	-
Honour the agreed fare after payment	-	Yes	Yes*2	*23	-	-
Allow reservations to be held or cancelled	Yes	Yes	Yes	*23	-	-
Provide prompt ticket refunds	Yes	Yes	Yes	-	-	-
Waive ticket restrictions (non-refundable, sequential use of flight coupons) in special circumstances	-	-	Yes*2	*4	-	-
Ensure good practice of airline ticket selling web sites	-	-	-	-	*13	-
Ensure fair advertisements	-	-	-	*5	*14	-
Advise passengers regarding an airline's commercial and operational conditions	Yes	Yes	Yes	*6	*15	*21
Publish contingency plans, customer service plans and contracts of carriage (carrier website)				*23		
<b>During the travel</b>						
Ensure good customer service from codeshare partners	Yes	Yes	Yes	*7	*16	*21
Take measures to expedite check-in	-	Yes	-	-	-	-
Provide notification of delays, cancellations and diversions	Yes	Yes	Yes	*8, *23	-	-
Provide notification of opportunity to deplane if possible				*23		
Assist in case of delay including long on-aircraft delays	Yes	Yes	Yes	*8, *23	*17	-
Handle passengers denied boarding with fairness and consistency	Yes	Yes	Yes	*9	*17	-
Deliver baggage on time	Yes	Yes	Yes	*23	*18	*21
Properly accommodate the disabled and special-needs passengers (i.e. people with reduced mobility)	Yes	Yes	Yes	*12	*20	-
<b>After the travel</b>						
Submit data for regular consumer reports	-	-	-	*11, *23	*19	-
Respond to customer complaints	Yes	Yes	Yes*1	*8, *23	-	-
<b>Passenger compensation</b>						
Support an increase in baggage liability limit	Yes	-	-	*10	*18	*22
Compensate for lost bags				*23		
Compensate for flight cancellation/denied boarding/delay	-	-	-	*23	*17	*21, *22

\* Although the governments in other regions have also been implementing similar measures, the table summarizes only measures adopted in the United States and Europe due to the limited availability of information.

(Updated 1 September 2011)

Note:

- \*1: Global Customer Service Framework;
- \*2: Recommended Practice ([RP 1724](#));
- \*3: The Department of Transportation (DOT) issued a [notice](#) on disclosure of airfare variations: web vs. other sources in 2004 (based on 49 U.S.C. 41712 and 14 CFR 399.84);
- \*4: DOT issued an [industry letter](#) on refund when flight is cancelled in 1996 (based on 49 U.S.C. 41712); The similar [guidance message](#) was issued in 2001;
- \*5: United State Code prohibiting unfair or deceptive practices or unfair methods of competition (49 U.S.C. 41712); Price advertising rules (14 CFR 399.84);
- \*6: Disclosure of codesharing agreements and long-term wet leases ([14 CFR 257 and 399](#), partially [amended](#) in 2005), and change of gauge services ([14 CFR 258](#)); Disclosure of cancellation policy (contracts of carriage as required by 14 CFR 253.5);
- \*7: [Code-share Safety Program Guidelines](#);
- \*8: DOT issued [new proposals](#) in 2007 to enhance airline passenger protections (such as to require airlines to create legally binding contingency plans for extended tarmac delays, respond to all consumer complaints within 30 days, and publish delay data and complaint information online);
- \*9: DOT updated airline oversales rules in 2003 and 2008 ([14 CFR 250](#));
- \*10: DOT increased the domestic baggage liability limit from \$1 250 to \$2 500 in 2000, \$2 800 in 2004 and \$3 000 in 2007 ([14 CFR 254](#)); DOT issued [guidance](#) on baggage liability on international codeshare trips in 2009;
- \*11: DOT publishes [Air Travel Consumer Reports](#), which report flight delays, mishandled baggage, oversales and consumer complaints. DOT also started to collect disability-related complaints from US and foreign airlines in 2003 ([14 CFR 382](#)) and additional data elements when flights are cancelled, diverted or experience gate returns in 2008 ([14 CFR 234](#));
- \*12: Rules on non-discrimination on the basis of disability in air travel ([14 CFR 382](#)) under Air Carrier Access Act; The [revised rule](#) became effective in May 2009;
- \*13: EC [Regulation 1008/2008](#) requires airlines to publish fares, which include all taxes and charges; The European Commission investigated airline ticket selling websites under [Directive 93/13](#) on unfair terms in consumer contracts and [Directive 2005/29](#) on unfair commercial practices; A final [report](#) was published in 2009;
- \*14: [Directive 84/450](#) on misleading advertising as amended by [Directive 2005/29](#);
- \*15: CRS code of conduct (EC [Regulation 80/2009](#) replacing [Regulation 2299/89](#) as amended by [3089/93](#) and [323/99](#)) contains related provisions;
- \*16: CRS code of conduct (ditto) contains related provisions; ECAC Recommendation on Consumer Information Protection Needs (1996);
- \*17: EC [Regulation 261/2004](#) repealing [Regulation 295/91](#) to establish common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights;
- \*18: EC [Regulation 889/2002](#) amending [Regulation 2027/97](#) to include a provision on liability for baggage;
- \*19: The European Commission launched a pilot project named [Community Air Passenger Reporting system](#), under which airlines provide information on a voluntary basis ([COM\(2005\)046](#));
- \*20: EC [Regulation 1107/2006](#) concerning the rights of disabled persons and persons with reduced mobility when travelling by air; [ECAC Policy Statement in the Field of Civil Aviation Facilitation](#), section 5;
- \*21: [Warsaw Convention](#) as amended at [the Hague 1955](#) and by [Protocol No.4 of Montreal 1975](#); [Montreal Convention](#) entered into force on 4 November 2003 replacing Warsaw Convention for countries that ratified new Convention.
- \*22: [Montreal Additional Protocol No.2 1975](#); [Montreal Additional Protocol No.1 1975](#); [Warsaw Convention](#) as amended at [the Hague 1955](#) and by [Protocol No.4 of Montreal 1975](#); [Montreal Convention](#) entered into force on 4 November 2003 replacing Warsaw Convention for countries that ratified new Convention.
- \*23: DOT rule Enhancing Airline Passengers Protection ([DOT-OST-2010-0140](#)).

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