

	Voluntary Commitments by airlines		Legislation/ Regulation*			International Liability Conventions
	A4A Airline Customer Service Commitment	IATA Core Principles on Consumer Protection¹	U.S.A.	EU	Other	
Before the travel						
Inform passengers of identity of carrier	-	Yes	-	*27	*30	-
Offer the lowest fare available	Yes	-	-	-	-	-
Inform of possible availability of lower fares at web site	-	-	*3	*13	-	-
Honour the agreed fare after payment	-	-	*23	-	*30, *31, *39	-
Allow reservations to be held or cancelled	Yes	-	*23	-	*30, *31	-
Provide prompt ticket refunds	Yes	-	-	-	*30, *31	-
Waive ticket restrictions (non-refundable, sequential use of flight coupons) in special circumstances	-	Yes	*4	-	-	-
Ensure pricing transparency	-	-	*5, *23	*13, *14	*26, *29, *39	-
Advise passengers regarding an airline's commercial and operational conditions	Yes	Yes	*6	*15	-	*21
Protect passengers against carrier insolvency	-	-	-	*28	-	-
Inform passengers of future flight disruptions	-	Yes	-	-	*24, *30	-
Publish contingency plans, customer service plans and contracts of carriage (carrier website)	-	-	*23	-	40*, 42*	-
During the travel						
Ensure good customer service from codeshare partners	Yes	Yes	*7	*16	-	*21
Take measures to expedite check-in	-	-	-	-	-	-
Provide notification of delays, cancellations and diversions	Yes	Yes	*23	-	*30, *34, *35, *36, *37, *38	-
Provide notification of opportunity to deplane if possible	-	-	*23	-	*30, *31	-
Assist in case of delay including long on-aircraft delays	Yes	Yes	*23	*17	*34, *35, *37	-
Handle passengers denied boarding with fairness and consistency	Yes	Yes	*9	*17	-	-
Deliver baggage on time	Yes	-	*23	*18	*30, *31	*21
Properly accommodate the disabled and special-needs passengers (i.e. reduced mobility or allergies)	Yes	Yes	*12	*17, *20	*25, *29, *32, *34	-
After the travel						
Submit data for regular consumer reports	-	-	*11, *23	*19	*29, *33	-
Customer complaints handling	Yes	Yes	*8, *23	-	*34	-
Passenger compensation						
Support an increase in baggage liability limit	Yes	-	*10	*18	-	*22
Compensate for lost bags	-	-	*23	-	*29, 30, *31	-
Compensate for flight cancellation/denied boarding/delay	-	-	*23	*17	*29, *37	*21, *22

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* Even if regulations or voluntary commitments are subsequently amended or withdrawn, they are nonetheless listed in this table for information purposes.

SUMMARY OF CONSUMER PROTECTION RULES - REFERENCES

Note:

Whenever possible, hyperlinks to relevant rules have been included above. However, in certain cases, such hyperlinks are not available as of today.

- *1: IATAs [Core Principles on Consumer Protection](#) were adopted in June 2013. They build on the global customer service framework, which was adopted in 2000;
- *2: [deleted]
- *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 code sharing 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: DOT/FAA [Code-share Safety Program Guidelines](#);
- *8: Germany amended the National Air Traffic Act by adopting [a law](#) regarding the introduction of conciliation bodies for airline passengers - entered into force 1 November 2013.
- *9: DOT updated airline over sales 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](#));
- *11: DOT publishes [Air Travel Consumer Reports](#), which report flight delays, mishandled baggage, over sales 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 Passenger Protections” ([DOT-OST-2010-0140](#)) requiring air carriers to adopt contingency plans for lengthy tarmac delays and to publish those plans on their websites; requiring air carriers to respond to consumer problems; deeming continued delays on a

flight that is chronically late to be unfair and deceptive in violation of 49 U.S.C. §41712; requiring air carriers to publish information on flight delays on their websites; and requiring air carriers to adopt customer service plans, to publish those plans on their websites, and audit their own compliance with their plans;

- *24 Law (France) [No 2012-375](#) of 19 March 2012;
- *25 Canadian Transportation Agency Decision [No. 4-AT-A-2010](#) (nut allergies) and [No. 66-AT-A-2010](#) (cat allergies);
- *26 Canadian Air Transportation Regulations, [Section 116.1](#) (website information);
- *27 EC [Regulation 2111/2005](#) (list of carriers with an operating ban);
- *28 Council [Directive 90/314/EEC](#) (package travel, package holidays and package tours);
- *29 Consumer Protection [Regulation](#) in the Civil Aviation Sector (Saudi Arabia General Authority of Civil Aviation, pursuant to Board Resolution No. (8-99);
- *30 Rules of civil aviation passenger and baggage, domestic transport (No. 49 Decree CAAC);
- *31 Rules of civil aviation passenger and baggage, international transport (No. 70 Decree CAAC);
- *32 Implementation measures of disabled passenger air transport (MD-TR-2009-2);
- *33 Management measures of consumer complaint in air transport (CAAC [2006] No. 207);
- *34 Nigeria Civil Aviation Regulation, Volume 2 “Consumer Protection”, including the Passenger Bill of Rights, adopted by the Nigerian Civil Aviation Authority in October 2015;
- *35 Air Code of the Russian Federation, No. 60-FZ of 19 March 2007;
- *36 Order of the Russian Transport Ministry No. 82 of 28 June 2007: “General Rules of Air Carriage of Passengers, Baggage, Cargo, and Requirements to Serving Passengers, Consignors, Consignees”;
- *37 Regulation on Air Passenger Rights (OG 3/12/2011, No. 28131), enacted by the General Directorate of Civil Aviation in Turkey on 1 January 2012;
- *38 Res. (Brazil) 141/2010 on passenger assistance;
- *39 Res. (Brazil) 138/2010 on price transparency;
- *40 Res. (Brazil) 140/2010 on conditions of carriage;
- *41 Res. (Brazil) 196/2011 on customer services;
- *42 Res. (Brazil) 218/2012 on disclosure of delays.

Important updates:

- a) Proposal for a Regulation of the European Parliament and of the Council, amending Regulation 261/2004 (<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52013PC0130>);
- b) European Commission Interpretative Guidelines on Regulation 261/2004 (<http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=OJ:C:2016:214:TOC>)