

ICAO CORE PRINCIPLES ON CONSUMER PROTECTION

Recognizing that passengers can benefit from a competitive air transport sector, which offers more choice in fare-service trade-offs and which may encourage carriers to improve their offerings, passengers, including those with disabilities, can also benefit from consumer protection regimes.



Government authorities should have the flexibility to develop consumer protection regimes which strike an appropriate balance between protection of consumers and industry competitiveness and which take into account States' different social, political, and economic characteristics, without prejudice to the safety and security of aviation.

National and regional customer protection regimes should:

- Reflect the principle of **proportionality**;
- Allow for the consideration of the impact of **massive disruptions**;
- Be consistent with the **international treaty regimes** on air carrier liability (Warsaw Convention 1929; Montréal Convention 1999).

Raising awareness on air passengers rights

Efforts should be made to increase **awareness of passengers** to help them make informed choices. Air passengers should benefit from:

- Accessible **information** on their **rights**;
- Clear **guidance** on **legal** or **other protection** applicable in their specific situation, including assistance expected, for example, in case of service disruption;
- **Consumer education** about passengers consumer rights and the **available avenues for recourse** in cases of disputes.



BEFORE TRAVEL



Passengers should have access to **clear and transparent information** on the air transport product sought, including:

1. **Total price**, including the applicable air fare, taxes, charges, surcharges and fees;
2. **General conditions** applying to the fare; and
3. **Identity of the airline** actually operating the flight and advice on any **change** occurring after the purchase as soon as possible.

DURING TRAVEL



- Passengers should be kept **regularly informed** throughout their journey on any special circumstances affecting their flight, particularly in the event of service disruption.
- Passengers should receive **due attention** in cases of **service disruption** including rerouting, refund, care and/or other compensation (where provided).
- Persons with **disabilities** should, without derogating from aviation safety, have **access to air transport** in a non-discriminatory manner and to appropriate assistance.
- Mechanisms should be planned in advance by all concerned stakeholders to ensure that passengers receive **adequate attention and assistance** in cases of **massive disruptions**.
- **Massive disruptions** include situations resulting from circumstances:
 - Outside the **operator's control**;
 - Of a magnitude such that they result in **multiple cancellations and/or delays**;
 - Leading to a considerable number of **passengers stranded at the airport**.

Examples of such circumstances, which result in large numbers of passengers being stranded away from their home, include: **(i) meteorological or natural phenomena of a large scale** (hurricanes, volcanic eruptions, earthquakes, floods), **(ii) political instability**, **(iii) similar events**.



AFTER TRAVEL



- **Efficient complaint handling procedures** should be available.
- Passengers should be **clearly informed** about such procedures.



ICAO

For the full text of the ICAO core principles on consumer protection please visit:
<http://www.icao.int/sustainability/Documents/ConsumerProtection/CorePrinciples.pdf>

Or contact us via:
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