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.

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.