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ICAO Meeting on Sustainable Development of Air Transport in Africa

Antananarivo, Madagascar

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Summary

- Different Approaches to Consumer Protection
- The Path Towards Regulatory Convergence in Consumer Protection
- ICAO Core Principles on Consumer Protection in a Nutshell



Different Approaches

- Strong **pro-consumer** stances
- **Market forces** and consumer education
- Building **consensus** through ICAO Core Principles:
 - balance industry/consumer protection
 - flexibility for States
 - consistency with existing instruments (MC99)



The Path Towards Regulatory Convergence

- Air Transport Conference (March 2013)
- 38th Session of ICAO Assembly (Sept. 2013)
- ICAO developed draft, informal consultations
- Adopted at Air Transport Regulation Panel (June 2014)
- Air Transport Committee requested State consultation
- State support for ICAO Core Principles



Before the travel	During the travel	After the travel
<ul style="list-style-type: none">• Balance passenger rights/industry competitiveness• Pre-travel information, including price transparency	<ul style="list-style-type: none">• Assistance and/or compensation, as provided by regulations or contract• Coordination between stakeholders to address "massive disruptions"	Efficient complaint handling procedures



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Thank you!

Copy of the Air Transport Regulation Panel
(ATRP/12) Report?

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