



NOTA DE ESTUDIO

GRUPO DE EXPERTOS SOBRE MERCANCÍAS PELIGROSAS (DGP)

VIGESIMOCUARTA REUNIÓN

Montreal, 28 de octubre – 8 de noviembre de 2013

Cuestión 2 del orden del día: **Formulación de recomendaciones sobre las enmiendas de las *Instrucciones Técnicas para el transporte sin riesgos de mercancías peligrosas por vía aérea* (Doc 9284) que haya que incorporar en la edición de 2015-2016**

SUMINISTRO DE INFORMACIÓN A LOS PASAJEROS

(Nota presentada por D. Brennan)

Por falta de recursos, sólo se han traducido el resumen y el apéndice

RESUMEN

En esta nota de estudio se propone volver a incorporar texto que anteriormente figuraba en la Parte 7;5.1.1 con respecto al suministro de información a los pasajeros por los explotadores. Conforme a este texto, el explotador podía proporcionar información al pasajero en su billete o por otro medio, y se consideraba el caso en que el pasajero hace su reserva por teléfono.

Medidas recomendadas al DGP: Se invita al DGP a enmendar la Parte 7;5.1.1 según figura en el apéndice de esta nota de estudio.

1. INTRODUCTION

1.1 A paper was presented at the Twenty-Second Meeting of the Dangerous Goods Panel (DGP/22, Montréal, 5 to 16 October 2009) (DGP/22-WP/23, see paragraph 2.8.2 of the DGP/22 Report) that proposed changes to Part 7;5.1 to address the increasing use of the internet for passengers to make flight bookings and check-in, the use of kiosks at the airport for check-in and telephone check-in. All of these methods were seen as removing the exposure of the passenger to the warning notice required by Part 7;5.1 and a face-to-face transaction with a check-in agent of the operator, or the operator's ground handling agent where confirmation that the passenger did not have any dangerous goods not permitted in baggage could be sought.

1.2 The objective of the proposal at DGP/22 was mainly to ensure that when web or kiosk check-in was used, the passenger would be provided with the dangerous goods information and then for the passenger to acknowledge receipt of the information to be able to complete the check-in process. At the same time the provisions in Part 7;5.1.1 regarding ticket purchase were amended to also specifically address web ticket purchase and to also require that the web booking could not be completed until the passenger, or person acting on their behalf had been provided with appropriate information and acknowledged receipt of the dangerous goods restrictions in baggage.

1.3 The proposal in DGP/22-WP/23 was adopted into the 2011-2012 Edition of the Technical Instructions, subject to a two-year transition period, becoming mandatory with effect the 2013-2014 Edition.

1.4 Since the provisions have become mandatory it is now apparent that what has been overlooked with the changed text is the circumstance when a passenger makes a flight booking over the telephone actually speaking to an airline reservations agent. In this case it is believed that it is entirely reasonable for the operator to provide a booking confirmation, by post or email that contains all of the necessary dangerous goods information.

1.5 In reviewing working paper DGP/22-WP/23 and the report of DGP/22 there was never any mention of removing the facility for passengers to provide dangerous goods information over the telephone in the instance of a passenger making a telephone flight booking.

1.6 It is therefore proposed to reinstate the language that existed in Part 7;5.1.1 in the 2009-2010 Edition of the Technical Instructions to make allowance for the operator to provide the dangerous goods information at the point of ticket purchase “or made available in another manner to passengers prior to the check-in process”.

APÉNDICE

ENMIENDAS PROPUESTAS DE LA PARTE 7 DE LAS INSTRUCCIONES TÉCNICAS

Parte 7

OBLIGACIONES DEL EXPLOTADOR

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Capítulo 5

DISPOSICIONES RELATIVAS A LOS PASAJEROS Y A LA TRIPULACIÓN

5.1 INFORMACIÓN A LOS PASAJEROS

5.1.1 El explotador debe asegurarse de que la información sobre los tipos de mercancías peligrosas que el pasajero tiene prohibido transportar a bordo de las aeronaves se le proporcione en el punto de compra del billete o por otro medio de modo que cuente con ella antes de proceder con la presentación. La información suministrada por Internet puede tener forma de texto o de ilustración, pero el procedimiento debe ser tal que la compra del billete no pueda completarse si el pasajero, o la persona que actúe en su nombre, no indica que ha comprendido las restricciones relativas a mercancías peligrosas en el equipaje.

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