

## Air Passengers' Rights

### **Voice-over 1:**

Air passengers' rights in Europe: late planes mean the airline has to feed you; cancelled flights, they have to pay you. Conditions apply. Those are the rules, but your trip is still wrecked. And critics say airline companies find ways to wriggle out of their obligations under the law. It can happen to anyone. What can you do?

### **Voice-over 2:**

I had to get from Berlin to Brussels urgently, and Brussels Airlines cancelled my flight. There was a Lufthansa flight going. These two companies do have a cooperation agreement, but they were incapable of giving me a ticket for the Lufthansa flight.

### **Voice-over 1:**

European Union rules exist, but passengers are still being left high and dry. If a plane is more than two hours late, the airline has to feed the passengers and offer phone and email facilities. Cancellation means you're owed overnight hotel accommodation plus a hundred and twenty-five to six hundred euros in cash compensation. That's been on the page since 2005. Now try and get it. That's tough. Confirmation from a consumers' group:

### **Voice-over 3:**

Airlines always try to pass a cancellation off as a lateness. Why? Because with a lateness they don't owe the consumer compensation. So there are cases of enormous lateness, of two days, and then there's a replacement flight with another company, for example. And they will manage to pass this off with the same flight number, so that in court they can argue that this was not a cancellation but a delayed flight.

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