



ECC Dublin Consumer Monthly

November 2006

This week the European Consumer Centre Network published its first joint report on European Air Passenger Complaints. We take a look at the main findings of the Report and make recommendations based on air travellers' experiences in 2005.

This month's consumer question asks what are the new liquid restrictions enforce since 6th November at all European airports.

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Editor

- 1. What's bothering you? – Air passenger problems**
- 2. Consumer query of the month – What are the new liquid restrictions in place at all European airports since 6th November?**

www.eccdublin.ie: European consumer rights online

1. What's bothering you? – Air passenger problems

In 2005 over 2,700 air travellers contacted the ECC-Net with queries and complaints. The number one complaint related to lost and damaged luggage with the second and third highest complaints relating to delay and flight cancellations. On average 1 in 3 complaints were not resolved even though the aggrieved passengers had valid claims for compensation. The main reasons for this were either the airlines failure to respond to their customers complaints or that the airlines cited "exceptional circumstances" for not offering compensation.

In one case dealt with by ECC Cyprus a consumer did not retain her receipts for clothing purchased when her luggage was delayed. Her claim for compensation under the Montreal Convention was rejected even though there is no requirement under the Convention to retain receipts.

In another complaint a flight was delayed by over 12 hours because of alleged technical reasons. No refreshments or accommodation were offered as required under EC Regulation 261/2004. It took over six months for ECC Dublin to secure a refund from the airline based on the receipts submitted by the affected consumer.

The Report shows that European and international airline legislation is failing air travellers and that airlines and national enforcement bodies are not helping the situation. The ECC-Net Report recommends that changes should be made to existing legislation; that airlines should properly adhere to it and that they should be closely policed by national enforcement bodies.

To view the Report please click on:

http://www.eccdublin.ie/publications/latest_pubs.html

2. Consumer question of the month – What are the new liquid restrictions in place at all European airlines since 6th November?

Only containers of 100mls or less of liquids, gels, pastes, lotions and cosmetics may be brought through the passenger security screening points at all EU Airports. In addition, these items MUST be presented at the passenger security screening point in a transparent re-sealable bag of no more than one litre capacity, 20cm x 20cm.

The new rules apply to liquids such as water and other beverages, aerosol cans and toiletries such as toothpaste, shaving cream, hair gel, lip-gloss and creams.

There are two exceptions to the rules:

- Baby food needed during the flight;
- Medicines needed during the flight.

Exempt items must also be placed in a separate transparent re-sealable bag and presented separately at the passenger security screening area.

For more detailed information please click on www.dublinairport.com.

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