

**Question for written answer E-000054/2025
to the Commission**
Rule 144
Lynn Boylan (The Left)

Subject: Overbooking of passenger flights

Overbooking by airlines leads to passengers being denied boarding, causing huge disruption and distress.

In response to a citizen's petition in January 2024¹, the Commission said it has no plans to tackle the issue of overbooking, as it affects only small numbers of passengers. This assessment is based on a report² which assesses data provided by airlines on overbooking from 2014 to 2018. The report notes that: 'As Ryanair, which in recent years has represented close to 10 % of total EU passenger traffic, has a stated policy of not overbooking flights (and there is no evidence to suggest otherwise), we have also reduced each of the denied boarding proportions by 10 %.'

My correspondence with constituents, and any simple online search, reveals that Ryanair does overbook flights, despite its stated policy. In view of this:

1. Is the Commission confident that an assessment based only on airline data and statements accurately reflects the impact of overbooking on passengers?
2. Does the Commission have any plans to reassess the impact of overbooking on passengers, considering more up-to-date and complimentary data sources, such as input from consumer protection bodies and complaints about overbooking made to national enforcement bodies?

Submitted: 9.1.2025

¹ https://www.europarl.europa.eu/doceo/document/PETI-CM-758937_EN.pdf.

² European Commission: Directorate-General for Mobility and Transport and Kouris, S., *Study on the current level of protection of air passenger rights in the EU – Final report – Study contract*, Publications Office, 2020, <https://data.europa.eu/doi/10.2832/529370>.