

WRITTEN QUESTION E-5166/07
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to the Commission

Subject: Rights of air passengers

Following the cancellation of a Brussels Airlines flight from Lisbon to Brussels on 17 September 2007, which occurred without any clear explanation of the reasons, at least two passengers were rebooked onto a Brussels Airlines flight scheduled for the next day, 18 September 2007. That flight too was cancelled, and Brussels Airlines rebooked the passengers concerned onto a TAP flight.

In view of the fact that under Article 5(c) of Regulation (EC) No 261/2004¹ establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, air carriers are required to pay compensation to passengers when flights are cancelled, and that Brussels Airlines has given no indication that it intends to comply with the law, a written complaint has been made to the carrier, but no reply has been received to date.

What steps will the Commission take to ensure that the law is enforced and the rights of air passengers are respected?

¹ OJ L 46, 17.2.2004, p. 1.