

NGO Consumer organizations



European Passengers' Federation

- - founded 2002
- the European umbrella organisation of national and regional passengers' organisations
- financed by its member organisations
- representing passengers' views at the European level
- dealing with all modes of public transport such as local transport, railways, buses, aviation and maritime transport

Air Passenger Watchdog – Friendly Flying



- Founded in 2013 - independent NGO
- A non-profit consumer organization (legal entity - association)
- Member of EPF since 2014
- Group of travel experts and consumer activists

What we do



- We represent and support air passengers – the weakest link in the transport contracts. Via constant monitoring of air travel services, we campaign for favorable solutions and legal protection for people traveling by air. Passengers' satisfaction comes first.

What we do...



- Educate
- Inform
- Represent
- Monitor

Subjects of our concern



- Flight irregularities (delays, cancellations, care for the passengers at the airports)
- Alternative Dispute Resolution (ADR)
- Baggage problems
- Overbooking
- No-show cases
- EU Regulation 261/04 – execution and enforcement
- Price transparency

How we do it...



- Telephone HOTLINE for the passengers
- Monitoring of claims submitted by the passengers to the airlines - www.flyerclaim.online platform
- Contact through the socialmedia, websites
- Surveys, petitions
- Infographics

How we do it...



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How we do it...



- Try to influence the systemic changes by sharing our knowledge with the Regulators
- Talk with the airlines and inform them about the passengers' needs
- Display our opinions, outlooks and gathered data in public media, social media and websites.

EU Regulations



- There are quite a few EU regulations that embrace rules for the travel sector in reference to passengers. We depend on the growing body of EU law, as it helps airline passengers to understand, follow and execute passengers' rights.

Challenges – remarks and recommendations



- Information for the passengers
- Interpretation of rules
- Necessary monitoring
- Enforcement
- Economic incentive for the airlines (penalties)
- Unified law for all member states

Passengers' Agent



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There should be a passenger champion at every airport, available to help a passenger cope with a problem as it arises, to advise and act as an informed inter-face with airport and carrier representatives where necessary.



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- **Thank you for your attention
:)**
- www.friendlyflying.org
- www.epf.eu
- Katarzyna Martynowicz