

The 11 most often asked Passenger Questions

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- 2 My flight is delayed. What am I entitled to? ➔ Page 44
- 3 I am denied boarding because the plane is fully booked. Do I have to take this lying down? ➔ Page 15
- 4 The airline has rebooked me on another flight. What are my rights? ➔ Page 42
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- 9 I am mobility impaired. What assistance can I get at the airport and on the plane? ➔ Page 88
- 10 The airline does not respond to my complaint. What can I do? ➔ Page 56
- 11 What happens if I joke that I have a bomb in my luggage? ➔ Page 103

In this book you will find answers to these and many other questions. It is the essential guide when you prepare your flight, when you work your way through check-in procedures and security checks, when you are denied boarding, when your flight is cancelled or delayed, or when there are problems with your luggage after the flight. This guide saves you hassle and can be worth several hundred euro.

"Instructive, clear, practical, funny and cheap. An absolute must for everybody who flies. And does not fly."

About the author:

Cees van Dam is a frequent flyer (climate neutral). He wrote this book when he was denied boarding or when his flights were delayed or cancelled. He works at King's College London and is a leading expert on Air Passenger Rights.

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Air Passenger Rights

Cees van Dam



AIR PASSENGER RIGHTS

DELAY

CANCELLATION

DENIED BOARDING

REBOOKING

LUGGAGE PROBLEMS

REDUCED MOBILITY



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Airport Guide

Cees van Dam

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Air Passenger Rights

Your guide at the airport

denied boarding



cancellation



delay



rebooking



baggage problems



mobility

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DENIED BOARDING, CANCELLATION AND DELAY

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Denied Boarding, Cancellation, and Delay

WHY AIR PASSENGER RIGHTS ARE IMPORTANT

In 1903, the Wright brothers were the first to make controlled, powered and sustained human flights. Five years later, Charley Fumas became the world's first air passenger when Wilbur Wright flew him 600 meter in 29 seconds. However, it was not until after the First World War that commercial passenger flights started to take off.

In the 1920s and 1930s, the airplane's features changed significantly: from lowpowered biplanes made from wood and fabric to sleek aluminium, high-powered monoplanes. In 1929, a German aircraft, the Dornier Do X, broke a world record by carrying 169 people on a single flight, 150 of whom were passengers (as many as can now be carried on an Airbus A320).

After 1945, the number of air passengers steadily rose but the real acceleration of passengers' flights occurred in the 1960s. By then larger airplanes could fly faster and longer thanks to the jet engine.

In those days, the national governments strongly regulated the airline industry. Not only did they set the ticket prices but they also decided about the flight routes. And a passenger's life was conveniently arranged: the French flew Air France, the Dutch KLM, the Germans Lufthansa and the Brits British Airways.

The first changes to this tidy regulated world came in the 1970s with the boom of the charter airlines. And in the 1990s, budget airlines entered the stage when the European airline market was opened up. Ryanair and easyJet took their chances and scared off the established giants. This encouraged competition, prices went down and the offers increased.

The idea was that this increased competition would improve the service for passengers. Unfortunately, this did not happen. Due to a much more competitive market, airlines became so obsessed with efficiency that they lost sight of passengers' interests. Denied boarding, delays and cancellations became an almost normal feature of flying. And in many of these cases passengers were treated unfairly or worse.

This was the reason why the European Union introduced Passenger Rights. It did so in 2005, just over a century after the first human flight.

Most airlines have trouble to settle in this new world and many are still in denial if it comes to Passenger Rights. But the more passengers know their rights, the better the treatment will become. This guide helps you to stand up for your Passenger Rights.

