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**2023/0437 (COD)**

**NOTE**

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| From: | General Secretariat of the Council |
| To: | Permanent Representatives Committee |
| Subject: | Proposal for a Regulation of the European Parliament and of the Council amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/20, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union<br>- Preparation for the second trilogue<br>- Extract of the four column document |

Delegations will find, in Annex, an extract of the four-column document.

# Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union (Text with EEA relevance)

**2023/0437(COD)**

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| Formula | | | | |
| 1 | 2023/0437 (COD) | 2023/0437 (COD) | 2023/0437 (COD) | 2023/0437 (COD) |
| Document Stage | | | | |
| 2 | Proposal for a | Proposal for a | Proposal for a | Proposal for a |
| Document Type | | | | |
| 3 | REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL | REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL | REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL | REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL |
| Document Purpose | | | | |
| 4 | amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union | amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union | amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union | amending Regulations (EC) No 261/2004, (EC) No 1107/2006, (EU) No 1177/2010, (EU) No 181/2011 and (EU) 2021/782 as regards enforcement of passenger rights in the Union |
| EEA Relevance | | | | |
| 5 | (Text with EEA relevance) | (Text with EEA relevance) | (Text with EEA relevance) | (Text with EEA relevance) |

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| G | 6 | THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION, | THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION, | THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION, | | THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION, | G |
| Citation 1 | | | | | | | |
| G | 7 | Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof, | Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof, | Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof, | | Having regard to the Treaty on the Functioning of the European Union, and in particular Article 91(1) and Article 100(2) thereof, | G |
| Citation 2 | | | | | | | |
| G | 8 | Having regard to the proposal from the European Commission, | Having regard to the proposal from the European Commission, | Having regard to the proposal from the European Commission, | | Having regard to the proposal from the European Commission, | G |
| Citation 3 | | | | | | | |
| G | 9 | After transmission of the draft legislative act to the national parliaments, | After transmission of the draft legislative act to the national parliaments, | After transmission of the draft legislative act to the national parliaments, | | After transmission of the draft legislative act to the national parliaments, | G |
| Citation 4 | | | | | | | |
| | 10 | Having regard to the opinion of the European Economic and Social Committee[1]<br>_____<br>1. OJ C , , p. . | Having regard to the opinion of the European Economic and Social Committee[1]<br>_____<br>1. OJ C , , p. . | Having regard to the opinion of the European Economic and Social Committee[1]**,**<br>_____<br>1. **[1]** OJ C-, **C/2024/3382, 31.5.2024, ELI: http://data.europa~~, p. .~~eu/eli/C/2024/3382/oj.** | | Having regard to the opinion of the European Economic and Social Committee[1],<br>_____<br>1. [1] OJ C, C/2024/3382, 31.5.2024, ELI: http://data.europa.eu/eli/C/2024/3382/oj. | |
| Citation 5 | | | | | | | |

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| 11 | Having regard to the opinion of the Committee of the Regions[1],<br><br>1. OJ C , , p. . | Having regard to the opinion of the Committee of the Regions[1],<br><br>1. OJ C , , p. . | ~~Having regard to the opinion of~~**After consulting** the Committee of the Regions[1],<br><br>~~1. OJ C , , p. .~~<br><br>CoR decided not to issue an opinion on this proposal. | After consulting the Committee of the Regions, |
| Citation 6 | | | | |
| G 12 | Acting in accordance with the ordinary legislative procedure, | Acting in accordance with the ordinary legislative procedure, | Acting in accordance with the ordinary legislative procedure, | Acting in accordance with the ordinary legislative procedure, G |
| Formula | | | | |
| G 13 | Whereas: | Whereas: | Whereas: | Whereas: G |
| Recital 4a | | | | |
| 17a | | ***(4a) The growing diffusion of claim agencies, private entities assisting passengers in claiming compensation under Regulation (EC) No 261/2004, clearly indicates the difficulties passengers face in obtaining the enforcement of their rights directly from air carrier; this phenomenon highlights that, in many cases, the complaint procedure and the recognition of compensation prove to be burdensome, uncertain, or excessively time-consuming for passengers, leading them to*** | | |

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| | | ***resort to commercial intermediaries who, retain a significant portion of the compensation due to the passengers themselves. This is symptomatic of the need to revise Regulation (EC) No 261/2004 in certain provisions, in order to enhance the effectiveness of its enforcement and to introduce more adequate mechanisms ensuring that air carriers comply with their obligations without requiring passengers to rely on costly intermediaries.*** | | |
| Recital 5 | | | | |
| 18 | (5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's | (5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's | (5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's | (5) At present, as regards air tickets booked via an intermediary, the reimbursement process is unclear and should therefore be clarified. The intermediaries are involved in the reimbursement process in two different ways: either they transmitted the passenger's (credit card) payment details directly to the carrier ('pass-through' intermediary), and the air carrier reverses the original payment flow so that the reimbursement arrives directly on the passenger's |

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| | account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary and the air carrier should inform the passenger about the reimbursement process. In particular, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so. | account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. ***Where the procedure consists of intermediaries transmitting the passengers payment details directly to the carrier, such procedure should be in line with the provisions laid down in Article 8 on the right to reimbursement and or re-routing.*** Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary and the air carrier should inform the passenger about the reimbursement process. In particular, the ~~*air carrier*~~***intermediary*** should state ~~*publicly*~~***in a manner that is clear and a form that is highly visible , including during the process of booking,*** whether it ~~*cooperates with intermediaries*~~***there is an*** | account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary ~~and the air carrier~~ should inform the passenger about the reimbursement process **at the time of booking. To that end**~~. In particular~~, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so**; a negative list of intermediaries with which the air carrier decides not to cooperate should also be seen as fulfilling this obligation**. | account. Or the intermediary paid the air carrier from its own account ('Merchant of Record' intermediary), and when the air carrier reverses the payment flow, the reimbursement payment arrives on the intermediary's account. The intermediary then transfers the final reimbursement payment to the passenger. Passengers are often not aware which reimbursement process the intermediary chooses. The intermediary should inform the passenger about the reimbursement process at the time of booking. To that end, the air carrier should state publicly whether it cooperates with intermediaries for the processing of reimbursements, and if so with which it does so; a negative list of intermediaries with which the air carrier decides not to cooperate should also be seen as fulfilling this obligation. |

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| | | ***agreement with the air carrier selected to sell their tickets*** for the processing of reimbursements, and if so ~~*with*~~ which ~~*it*~~***one*** does so. | | |
| Recital 6 | | | | |
| 19 | (6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier. | (6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier. | (6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier. | (6) Processing the reimbursement payment through the intermediary that made the payment to the air carrier from its own account ('Merchant of Record' intermediary) is a widespread air industry practice. This possibility should therefore be provided for the air carrier. |
| Recital 7 | | | | |
| 20 | (7) If the air carrier processes reimbursements through this type of intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement process. The air carrier should accordingly transfer the reimbursement payment to the intermediary within a maximum of seven days, and the intermediary should transfer it to the passenger within a further seven days. If the passenger is not | (7) If the air carrier processes reimbursements through this type of intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement process. The air carrier should accordingly transfer the reimbursement payment to the intermediary within a maximum of seven days, and the intermediary should transfer it to the passenger within a further seven days. If the passenger is not | (7) **In accordance with Article 8(1), point (a), of Regulation 261/2004, where the passenger has a right to reimbursement, such reimbursement is to be made within seven days.** If the air carrier processes reimbursements through ~~this type of~~**the 'Merchant of Record'** intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement | (7) In accordance with Article 8(1), point (a), of Regulation 261/2004, where the passenger has a right to reimbursement, such reimbursement is to be made within seven days. If the air carrier processes reimbursements through the 'Merchant of Record' intermediary, the payment deadline to the passenger should be extended to a maximum of 14 days to take account of the two steps in the reimbursement process, the air carrier having to |

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| | reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier. | reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier. | process~~.~~**,** the air carrier ~~should accordingly transfer the reimbursement payment to~~**having to reimburse** the intermediary ~~within a maximum of seven days, and the intermediary~~**which** should ~~transfer it to~~**in turn reimburse** the passenger ~~within a further seven days~~. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier. | reimburse the intermediary which should in turn reimburse the passenger. If the passenger is not reimbursed at the latest within 14 days, the passenger should however be entitled to receive the reimbursement directly from the operating air carrier. |
| Recital 9 | | | | |
| 22 | (9) When the passenger acquires a ticket from an intermediary, the air carrier should be able to contact the passenger directly where necessary in order to ensure that the passenger receives the relevant travel information, and that the air carrier fulfils its obligations under this Regulation and under applicable Union law on aviation safety and security and on the operating carrier under Regulation (EC) No 2111/2005[1]. The carrier may use these contact details exclusively for the purpose | (9) When the passenger acquires a ticket from an intermediary, the air carrier should be able to contact the passenger directly where necessary in order to ensure that the passenger receives the relevant travel information, and that the air carrier fulfils its obligations under this Regulation and under applicable Union law on aviation safety and security and on the operating carrier under Regulation (EC) No 2111/2005[1]. The carrier may use these contact details exclusively for the purpose | *deleted* | |

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| | of fulfilling these obligations and should not process the contact details of the passengers for any other purposes. This personal data should be deleted within 72 hours after the completion of the contract of carriage unless further retention of the personal data is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation.<br><br>_____<br>1. Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344, 27.12.2004, p. 15). | of fulfilling these obligations and should not process the contact details of the passengers for any other purposes. This personal data should be deleted within 72 hours after the completion of the contract of carriage unless further retention of the personal data is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation.<br><br>_____<br>1. Regulation (EC) No 2111/2005 of the European Parliament and of the Council of 14 December 2005 on the establishment of a Community list of air carriers subject to an operating ban within the Community and on informing air transport passengers of the identity of the operating air carrier, and repealing Article 9 of Directive 2004/36/EC (OJ L 344, 27.12.2004, p. 15). | | |
| *Recital 10* | | | | |
| *23* | *(10)* A risk-based approach to the monitoring of compliance with passenger rights, which is based not only on complaints received but also on compliance monitoring activities such as inspections should ensure that national enforcement bodies are better able to detect and correct | (10) A risk-based approach to the monitoring of compliance with passenger rights, which is based not only on complaints received but also on compliance monitoring activities such as inspections should ensure that national enforcement bodies are better able to detect and correct | *deleted* | (10) ***deleted*** |

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| | non-compliance by carriers and terminal managers with the existing rules. | non-compliance by carriers and terminal managers with the existing rules. | | |
| Recital 11 | | | | |
| G 24 | (11) Information provided to passengers on their rights before and during their journeys should lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible. | (11) Information provided to passengers on their rights before and during their journeys should lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible. | (11) Information provided to passengers on their rights before and during their journeys should lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible. | (11) Information provided to passengers on their rights before and during their journeys should lead to enhanced awareness. Such information should be concise and made easily, prominently, and directly available. It should be provided in a clear and comprehensible manner, and by electronic means as far as possible. G |
| Recital 12 | | | | |
| Y 25 | (12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. | (12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. | (12) National enforcement bodies should cooperate with each other in order to ensure a harmonised interpretation and application of the Regulations concerned. A regular flow of information from carriers, terminal managers and intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. **The provision** | (12) National enforcement bodies should ~~cooperate~~***coordinate*** with each other in order to ensure a harmonised interpretation and ***cross-border*** application of the Regulations concerned. ***Where relevant, national enforcement bodies and national complaint-handling bodies should exchange relevant information, to facilitate cooperation and effective implementation of tasks***. A regular flow of information from carriers, terminal managers and Y |

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| | | | **by operators of documents and information to the national enforcement bodies is without prejudice to the right to remain silent and to avoid self-incrimination, where applicable. National enforcement bodies should, as appropriate, endeavour not to request operators to provide the same documents and information several times.** | intermediaries to national enforcement bodies on all aspects related to the application of the Regulations concerned should enable national enforcement bodies to better fulfil their monitoring role. [The provision by operators of documents and information to the national enforcement bodies is without prejudice to the right to remain silent and to avoid self-incrimination, where applicable. National enforcement bodies should, as appropriate, endeavour not to request operators to provide the same documents and information several times.]<br><br>PCY suggests deleting the part in brackets |
| Recital 13 | | | | |
| 26 | (13) Carriers and terminal managers should define, manage and monitor service quality standards for all passenger services, reflecting the operational features of each mode. Those service quality standards should refer inter alia to delays, cancellations, assistance to persons with disabilities and | (13) Carriers and terminal managers should define, manage and monitor service quality standards for all passenger services, reflecting the operational features of each mode. Those service quality standards should refer inter alia to delays, cancellations, assistance to persons with disabilities and | *deleted* | ***(13)*** ***deleted*** |

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| | persons with reduced mobility, complaint handling mechanisms, customer satisfaction, and cleanliness. Carriers should also make information on their service quality standards publicly available. | persons with reduced mobility, complaint handling mechanisms, customer satisfaction, and cleanliness. Carriers should also make information on their service quality standards publicly available. | | |
| Recital 16 | | | | |
| G 29 | (16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this. | (16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this. | (16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies are best placed to do this. | (16) Passengers seeking individual redress should be made aware about the possibilities to complain to alternative dispute resolution bodies about alleged infringements of the Regulations concerned. The national enforcement bodies***, or any other bodies designated by Member States to handle passenger complaints,*** are best placed to do this. G |
| Recital 17 | | | | |
| 30 | (17) In the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for air travel comparable to those of other citizens, if an air carrier, its agents or a tour operator requires a | (17) In the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give persons with disabilities and persons with reduced mobility opportunities for air travel comparable to those of other citizens, if an air carrier, its agents or a tour operator requires a | (17) In ~~the light of Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and in order to give~~**certain circumstances,** persons with disabilities and persons with reduced mobility ~~opportunities for air travel comparable to those of other citizens, if an air carrier, its agents~~ | (17) In certain circumstances, persons with disabilities and persons with reduced mobility are required to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national law or by the competent authorities. While due |

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| | person with disabilities or person with reduced mobility to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national law or by the competent authorities, the accompanying person should travel free of charge. In addition, it should be aligned with the existing rights in rail, bus and coach and waterborne transport modes in the Union. In addition, if information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation such as the accessibility requirements set out in Annex I to Directive (EU) 2019/882[1].<br><br>1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: http://data.europa.eu/eli/dir/2019/882/oj. | person with disabilities or person with reduced mobility to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national law or by the competent authorities, the accompanying person should travel free of charge ***and sit next to the person with disability and reduced mobility***. In addition, ***mobility equipment , including wheelchairs and assistive devices, is essential for passengers with disabilities and reduced mobility and its replacement remain difficult and costly. The loss or damage of such items has a significantly greater impact on the person concerned and therefore it should not be considered as standard luggage. Such items warrant specific treatment, higher standards of care during handling, and distinct liability and compensation provisions. Air carriers should provide full compensation to passengers in case of loss or damaged in*** | ~~or a tour operator requires a person with disabilities or person with reduced mobility~~**are required** to be accompanied by another person who is capable of providing the assistance required by applicable safety requirements established by international, Union or national law or by the competent authorities~~, the accompanying person should travel free of charge. In addition, it should be aligned~~**. While due to the specificity of air transport, notably the application of airport taxes and charges, full alignment** with the existing rights in rail, bus and coach and waterborne transport modes ~~in the Union~~**where the accompanying person travels free of charge would be difficult, when the requirement is imposed by an air carrier, the cost of travel of such an accompanying person should be kept to the minimum when travelling by air. If an air carrier, its agent or a tour operator requires a person with disabilities or person with reduced mobility to be accompanied, the air carrier** | to the specificity of air transport, notably the application of airport taxes and charges, full alignment with the existing rights in rail, bus and coach and waterborne transport modes where the accompanying person travels free of charge would be difficult, when the requirement is imposed by an air carrier, the cost of travel of such an accompanying person should be kept to the minimum when travelling by air. If an air carrier, its agent or a tour operator requires a person with disabilities or person with reduced mobility to be accompanied, the air carrier should cover at least the air fare of the accompanying person. The air carrier should have a possibility to request the accompanying person to cover airport charges and other obligatory charges directly linked to the travel of such a person that are not levied by the air carrier. In addition, if information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation including the |

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| | | ***respect to mobility equipment, assistive devices and recognised assistance dogs. In addition, free seating for the accompanying person and full liability for damaged mobility equipment in air transport*~~*it*~~ should be aligned with the existing rights in rail, bus and coach and waterborne transport modes in the Union. In addition, ~~*if*~~***when*** information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation ~~*such as*~~***including*** the accessibility requirements set out in Annex I to Directive (EU) 2019/882[1]~~.~~<br>_____<br>1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70), ELI: http://data.europa.eu/eli/dir/2019/882/oj. | **should cover at least the air fare of the accompanying person. The air carrier should have a possibility to request the accompanying person to cover airport charges and other obligatory charges directly linked to the travel of such a person that are not levied by the air carrier**. In addition, if information to persons with disabilities and reduced mobility is provided in accessible formats, it should be provided in accordance with the applicable legislation ~~such as~~**including** the accessibility requirements set out in Annex I to Directive (EU) 2019/882 **of the European Parliament and of the Council[1].**<br>~~1~~~~.~~<br>_____<br>1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70~~), ELI: ~~**, ELI:** http://data.europa.~~eu/eli/dir/2019/882/oj~~e**u/eli/dir/2019/882/oj)**. | accessibility requirements set out in Annex I to Directive (EU) 2019/882 of the European Parliament and of the Council[1].<br>_____<br>1. Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70, ELI: http://data.europa.eu/eli/dir/2019/882/oj). |
| Recital 17a | | | | |
| 30a | | ***(17a) The European Commission, in cooperation with Member States and organisations*** | | |

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| | | ***representing persons with disabilities and recognised assistance dog handlers, should assess the situation in each Member State, while taking into account their specificities and act, including through legislation, to ensure that recognised assistance dogs are mutually recognised throughout the EU. In case a person with disability is permitted to travel with a recognised assistance dog on the outbound flight, the dog shall be regarded as a recognised assistance dog for the entire duration of the journey, including the return flight, in order to ensure uniform access and non-discrimination throughout the Union.*** | | |
| Recital 17b | | | | |
| 30b | | ***(17b) A proactive, collaborative approach is needed to identify and remove accessibility barriers for PRMs while maintaining aviation safety as the top priority. To ensure consistency and a data-based legislation, a comprehensive study should assess how PRMs are*** | | |

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| | | ***accommodated by airlines and airports and thus eventually identifying inconsistencies in current practices. Particular attention should be paid to the fact that, according to Article 4(1) of Regulation (EC) No 1107/2006 (PRM Regulation), airlines may only refuse carriage to PRMs based on their disability or reduced mobility due to safety reasons, and it is questionable whether there are different interpretations of the latter. Coordination between EASA, the airline industry, airports and representatives of PRM is essential to establish clear, uniform safety criteria. Based on the findings, EASA should set common standards for European flights, with efforts to align globally through ICAO.*** | | |
| Recital 18 | | | | |
| G | 31 (18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, | (18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, | (18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, | (18) Since the objectives of this Regulation, namely ensuring the effective enforcement of air, rail, bus and coach, and waterborne passengers' rights, cannot be sufficiently achieved by the Member States, but can rather, G |

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| | by reason of the need to have the same rules within the single market , be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives. | by reason of the need to have the same rules within the single market , be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives. | by reason of the need to have the same rules within the single market-, be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives. | by reason of the need to have the same rules within the single market, be better achieved at Union level, the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 of the Treaty on European Union. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives. |
| Recital 19 | | | | |
| 32 | (19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests.<br>_____<br>1. Regulation (EU) No 182/2011 of the European Parliament and of the Council | (19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests.<br>_____<br>1. Regulation (EU) No 182/2011 of the European Parliament and of the Council | (19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests.<br>_____<br>1. Regulation (EU) No 182/2011 of the European Parliament and of the Council | (19) In order to ensure uniform conditions for the implementation of this Regulation, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council[1]. The examination procedure should be used for the adoption of the common forms for reimbursement and compensation requests.<br>_____<br>1. Regulation (EU) No 182/2011 of the European Parliament and of the Council |

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| | of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13). | of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13). | of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13~~)~~, **ELI: http://data.europa.eu/eli/reg/2011/182/oj).** | of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj). |
| Formula | | | | |
| G 35 | HAVE ADOPTED THIS REGULATION: | HAVE ADOPTED THIS REGULATION: | HAVE ADOPTED THIS REGULATION: | HAVE ADOPTED THIS REGULATION: G |
| Article 1 | | | | |
| G 36 | Article 1<br>Amendments to Regulation (EC) No 261/2004 | Article 1<br>Amendments to Regulation (EC) No 261/2004 | Article 1<br>Amendments to Regulation (EC) No 261/2004 | Article 1<br>Amendments to Regulation (EC) No 261/2004 G |
| Article 1, first paragraph | | | | |
| G 37 | Regulation (EC) No 261/2004 is amended as follows: | Regulation (EC) No 261/2004 is amended as follows: | Regulation (EC) No 261/2004 is amended as follows: | Regulation (EC) No 261/2004 is amended as follows: G |
| Article 1, first paragraph, point (1) | | | | |
| G 38 | (1) in Article 2, the following definition is added: | (1) in Article 2, the following definition is added: | (1) in Article 2, the following ~~definition is~~**definitions are** added: | (1) in Article 2, the following definitions are added: G |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1) | | | | |
| G 38a | | | ‘<br>**(ca) "airport managing body" means a body as defined in Article 2, point (f), of Regulation (EC) No 1107/2006;** | ‘<br>~~*(ca) "airport managing body" means a body as defined in Article 2, point (f), of Regulation (EC) No 1107/2006;*~~***deleted*** G |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1a) | | | | |

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| Y | 38b | | | **(fa) "full cost of the ticket" means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage;** | (fa) *[*"full cost of the ticket"*]* means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage; | Y |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (-1b) | | | | | | |
| G | 38c | | ‘<br>***(zb) "intermediation fee" means any difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary;***<br><br>Added in the same row of the corresponding CSL mandate. In EP mandate after row 39b | **(fb) "intermediation fee" means any difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary;** | (fb) "intermediation fee" means any ***positive*** difference between the amount paid by the passenger and the amount received by the air carrier for the same service, and which is collected by the intermediary; | G |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (z) | | | | | | |
| G | 39 | ‘<br>(z) 'intermediary' means any ticket vendor, organiser or retailer | (z) 'intermediary' means any ticket vendor, organiser or retailer as defined in points (8) and (9) | (z) ~~'~~**"**intermediary~~'~~**"** means any ~~ticket vendor, organiser or retailer as defined in points (8)~~ | (z) "intermediary" means any natural or legal person, other than a carrier, who is acting, for | G |

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| | as defined in points (8) and (9) respectively of Article 3 of Directive (EU) 2015/2302 other than a carrier.; , | respectively of Article 3 of Directive (EU) 2015/2302 other than a carrier.; | ~~and (9) respectively of Article 3 of Directive (EU) 2015/2302~~**natural or legal person,** other than a carrier~~.~~, **who is acting, for purposes relating to their trade, business or profession, on behalf of a carrier or a passenger for the conclusion of a transport contract**; | purposes relating to their trade, business or profession, on behalf of a carrier or a passenger for the conclusion of a transport contract; |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (zb) | | | | |
| G 39a | | ***zd 'recognised assistance dog' means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.*** Added in the same row of the corresponding CSL mandate. In EP mandate after row 39c | **(za) "recognised assistance dog" means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.** , | ~~(za)~~***zd*** ~~"~~***'***recognised assistance dog~~"~~***'*** means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist. G |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (ze) | | | | |
| Y 39b | | ***(za) "cost of the air ticket" means final price to be paid at the end of the reservation process that includes the air fare and all applicable taxes, charges, surcharges and fees paid for all*** | | ***deleted*** Y |

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| | | ***optional and non-optional services included in the ticket, excluding intermediation fees, regardless whether those extras and fees have been paid together with the fares for the transport service or separately at a later stage;***<br><br>For AirPax negotiations | | |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (zc) | | | | |
| 39c | | ***(zc) 'service quality standards' means key performance indicators measuring levels of performance and elements of compliance with passengers rights.*** | | |
| Article 1, first paragraph, point (1), amending provision, numbered paragraph (ze) | | | | |
| G 39d | | ***(ze) 'accessible format' means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with*** | | ***(ze) 'accessible format' means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the*** G |

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| | | | ***Annex I to Directive (EU) 2019/882;*** | | | ***European Parliament and of the Council;*** , |
| Article 1, first paragraph, point (2) | | | | | | |
| G | 40 | (2) the following Article 8a is inserted: | (2) the following Article 8a is inserted: | (2) the following Article 8a is inserted: | | (2) the following Article 8a is inserted: G |
| Article 1, first paragraph, point (2), amending provision, first paragraph | | | | | | |
| G | 41 | ‘ Article 8a | ‘ Article 8a | ‘ Article 8a | | ‘ Article 8a G |
| Article 1, first paragraph, point (2), amending provision, second paragraph | | | | | | |
| G | 42 | Reimbursement when the ticket was booked through an intermediary | Reimbursement when the ticket was booked through an intermediary | Reimbursement when the ticket was booked through an intermediary | | Reimbursement when the ticket was booked through an intermediary G |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (1) | | | | | | |
| G | 43 | 1. Where the passenger has bought a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1) point (a) through that intermediary in accordance with this Article. | 1. Where the passenger has bought a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1) point (a) through that intermediary***. In such a case, the intermediary shall be responsible to reimburse the passenger*** in accordance with this Article. | 1. Where the passenger has ~~bought~~**booked** a ticket through an intermediary, the operating air carrier -may make the reimbursement referred to in Article 8(1)**,** point (a)**,** through that intermediary**. In such a case, the intermediary shall reimburse the passenger** in accordance with **paragraphs 3 and 5 of** this Article. | | 1. Where the passenger has booked a ticket through an intermediary, the operating air carrier may make the reimbursement referred to in Article 8(1), point (a), through that intermediary. In such a case, the intermediary shall reimburse the passenger in accordance with paragraphs 3 and 5 of this Article. G |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (1a) | | | | | | |

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| Y | 43a | 4. The air carrier shall state publicly, in a clear, comprehensible and easily accessible manner, whether it agrees to process reimbursements through intermediaries, and with which intermediaries it accepts to do so.<br><br>Moved reference text | | ~~The air carrier~~**Air carriers** shall state publicly, in a clear, comprehensible and easily accessible manner, whether ~~it agrees~~**they agree** to process reimbursements through intermediaries, and with which intermediaries ~~it accepts~~**they accept** to do so.<br><br>Copy-Delete: row 46 | ***1a.*** ***[***Air carriers shall state publicly, in a clear, comprehensible and easily accessible manner, whether they agree to process reimbursements through intermediaries, and with which intermediaries they accept to do so.***]***<br>***When offering tickets and prior to the purchase, the intermediary shall inform the passenger in a clear, comprehensible and easily accessible manner whether the intermediary has a contract with the selected air carrier to sell the air carrier's tickets and whether the selected air carrier agrees to process reimbursement in accordance with Article 8a.***<br><br>PCY suggests deleting the part in brackets. |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (1b) | | | | | |
| G | 43b | | | **In the case the intermediary is not involved in the reimbursement process, Article 8(1), point (a), shall apply to the reimbursement.** | ***1b.*** In the case the intermediary is not involved in the reimbursement process, Article 8(1), point (a), shall apply to the reimbursement. |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (2) | | | | | |
| G | 44 | 2. The intermediary and the air carrier shall inform the | 2. The intermediary ~~*and the air carrier*~~ shall inform the | 2. The intermediary ~~and the air carrier~~ shall inform the | 2. The intermediary shall inform the passenger of the |

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| | passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation. | passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation. | passenger of the reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation. | reimbursement process as provided for in this Article in a clear, comprehensible and easily accessible manner at the time of booking and on the booking confirmation. |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (3) | | | | |
| G | 45 | 3. ~~Reimbursement~~***Reimbursements*** through the intermediary shall be free of charge for passengers ~~*and all other parties concerned*~~***. No costs shall be borne by the passenger in the reimbursement procedure***. | 3. Reimbursement through the intermediary shall be free of charge for passengers ~~and all other parties concerned~~**. The reimbursement shall not be reduced by financial transaction costs linked to the reimbursement such as fees, telephone costs or stamps**. | 3. Reimbursement through the intermediary shall be free of charge for passengers. ~~*The reimbursement shall not be reduced by financial transaction costs linked to the reimbursement such as fees, telephone costs or stamps.*~~ |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (4) | | | | |
| Y | 46 | 4. The ~~*air carrier*~~***intermediary*** shall state publicly~~,~~ ***and inform*** in a clear, ***unambiguous and*** comprehensible ~~*and easily accessible*~~ manner***, at the time of selection of flights***, whether ~~*it agrees*~~***they are in agreement with the air carrier selected to sell their tickets and*** to process reimbursements ~~*through intermediaries, and with which intermediaries it accepts to do so*~~. | *deleted*<br><br>*Copy-Delete: row 46* | ***deleted*** |

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| Article 1, first paragraph, point (2), amending provision, numbered paragraph (5) | | | | | | |
| G | 47 | 5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts: | 5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts: | 5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts: | 5. The following rules shall apply in the case of reimbursement through intermediaries which have paid the air carrier for tickets from their own accounts: | G |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (5), point (a) | | | | | | |
| R | 48 | (a) the air carrier shall reimburse the intermediary within seven days, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on the date of the passenger's choice of a reimbursement in accordance with Article 8 (1) (a), first indent. The intermediary shall reimburse the passenger via the original payment method, at the latest within a further seven days, and inform the passenger and the air carrier thereof. | (a) the air carrier shall reimburse the intermediary ***the cost of the air ticket as it had received for the ticket from the intermediary,*** within seven days, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on the date of the passenger's choice of a reimbursement in accordance with Article 8 (1) (a), first indent. The intermediary shall reimburse the passenger ***the cost of the air ticket and the intermediation fees*** via the original payment method, at the latest within a further seven days, and inform the passenger and the air carrier thereof. | (a) the air carrier shall reimburse the intermediary **the amount it had received for the ticket from the intermediary** within seven days~~, in one transaction through the same payment method which was used at the time of booking, and linking the payment to the original booking reference. The seven-day period shall start on~~ **from** the date ~~of~~**that the air carrier received** the passenger's choice of a reimbursement in accordance with Article ~~8 (1)~~**8(1), point** (a), first indent.<br>The intermediary shall reimburse the passenger **the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14(5),** via the original payment method**, which was used by, or on behalf of, the** | (a) the air carrier shall reimburse the intermediary the amount it had received for the ticket from the intermediary within seven days from the date that the air carrier received the passenger's choice of a reimbursement in accordance with Article 8(1), point (a), first indent. The intermediary shall reimburse the passenger the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14(5), via the original payment method, which was used by, or on behalf of, the passenger at the time of the booking of the transport service, at the latest within a further seven days, and inform the passenger and the air carrier thereof. If that payment method is no longer available, the intermediary shall contact the | R |

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| | | | **passenger at the time of the booking of the transport service**, at the latest within a further seven days, and inform the passenger and the air carrier thereof. **If that payment method is no longer available, the intermediary shall contact the passenger to obtain the payment details.** | passenger to obtain the payment details. |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (5), point (b) | | | | |
| R | 49 | (b) if the passenger does not receive the reimbursement within 14 days as of the date of choosing a reimbursement in accordance with Article 8 (1) (a), first indent, the operating air carrier shall contact the passenger at the latest on the day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the operating air carrier shall reimburse the passenger within seven days and inform the passenger and the intermediary thereof. | (b) ***The intermediary is required to notify the air carrier without delay upon processing the reimbursement to the passenger.*** If the passenger does not receive the reimbursement within 14 days as of the date of choosing a reimbursement in accordance with Article 8 (1) (a), first indent***, or if the operating air carrier has not received confirmation of payment fulfilment within 14 days***, the operating air carrier shall contact the passenger at the latest on the day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the | (b) if the passenger does not receive the reimbursement within 14 days ~~as of~~**from** the date of choosing a reimbursement in accordance with Article ~~8 (1)~~**8(1), point** (a), first indent, the ~~operating~~ air carrier shall contact the passenger at the latest on the day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the ~~operating~~**air carrier shall reimburse the passenger the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14, paragraph 5, unless those fees have been** | (b) if the passenger does not receive the reimbursement within 14 days from the date of choosing a reimbursement in accordance with Article 8(1), point (a), first indent, the air carrier shall contact the passenger at the latest on the day following the expiry of the 14-day period in order to receive the payment details for the reimbursement. Upon receipt of these payment details, the air carrier shall reimburse the passenger the full cost of the ticket and the intermediation fees reimbursable in accordance with Article 14, paragraph 5, unless those fees have been charged without the knowledge of the air carrier. The air carrier shall |

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| | | operating air carrier shall reimburse the passenger within seven days and inform the passenger and the intermediary thereof. ***Air carriers and intermediaries shall provide passengers with the references of the money transfer such as the transaction number.*** | **charged without the knowledge of the air carrier. The** air carrier shall reimburse the passenger within ~~seven~~**14** days and inform the passenger and the intermediary thereof. | reimburse the passenger within 14 days and inform the passenger and the intermediary thereof. |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (5a) | | | | |
| Y | 49a | ***5a. Intermediaries are liable for duly processing the reimbursement set out in paragraph 5. In case of a breach of their obligations, intermediaries are subject to a penalty regime as defined by Member States in accordance with Article 16bcc.*** | | Y |
| Article 1, first paragraph, point (2), amending provision, numbered paragraph (6) | | | | |
| Y | 50 | 6. This Article shall not affect any obligations of operating air carriers under Directive (EU) 2015/2302.; ’ | 6. This Article shall not affect any obligations of operating air carriers under Directive (EU) 2015/2302.; ’ | 6. This Article ~~shall not affect any obligations of operating air carriers under~~**does not apply to tickets booked as part of a package within the meaning of** Directive (EU) 2015/2302 **of the European Parliament and of the Council***. _____ * **Directive (EU) 2015/2302 of the European Parliament and** | 6. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302 of the European Parliament and of the Council*. _____ * Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked Y |

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| | | | **of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: http://data.europa.eu/eli/dir/2015/2302/oj).'**;<br>, | travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (OJ L 326, 11.12.2015, p. 1, ELI: http://data.europa.eu/eli/dir/2015/2302/oj).';<br>, |
| Article 1, first paragraph, point (2a) | | | | |
| G 50a | | | **(2a) Article 11, paragraph 1 is replaced by the following:** | Alignment with AirPax<br>To be deleted in view of the amendment of Article 11 in AirPax |
| Article 1, first paragraph, point (2a), amending provision, first paragraph | | | | |
| G 50b | | | ‘<br>**1. Operating air carriers shall give priority to carrying persons with reduced mobility and any persons or recognised assistance dogs accompanying them, as well as unaccompanied children.**<br>, | Alignment with AirPax<br>To be deleted in view of the amendment of Article 11 in AirPax |

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| Article 1, first paragraph, point (2b) | | | | |
| 50y | | ***(2d) Article 14 is replaced by the following:***<br><br>For AirPax negotiations | **(2b) Article 14 is amended as follows:** | |
| Article 1, first paragraph, point (2b)(a) | | | | |
| 50ak | | | **(a) the title is replaced by the following:** | |
| Article 1, first paragraph, point (2b)(a), amending provision, Article | | | | |
| 50al | | | **Article 14**<br>‘<br>**Obligations to inform passengers**<br>’ | |
| Article 1, first paragraph, point (2b)(a) | | | | |
| 50am | | | **(b) the following paragraphs are added:** | |
| Article 1, first paragraph, point (2b)(a), amending provision, numbered paragraph (1) | | | | |
| 50an | 1. The information for passengers under this Regulation shall be provided also by electronic means, where technically possible. Where information is provided by such means, air carriers and intermediaries shall ensure that | | ‘<br>~~1~~**4**. The information for**, and the correspondence with,** passengers under this Regulation shall be provided ~~also~~ by electronic means, where technically possible. Where information is provided by such | ‘<br>4. The information for, and the correspondence with, passengers under this Regulation shall be provided by electronic means, where technically possible. Where information is provided by such means, air |

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| | the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and to communicate effectively.<br><br>Moved reference text | | means, air carriers and intermediaries shall ensure that ~~the passenger can keep~~ any written correspondence, including the date and time of such correspondence, ~~on a durable medium~~**can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with air carriers and intermediaries**. All means of communication shall enable the passenger to contact ~~them~~**air carriers and intermediaries** quickly and to communicate effectively.<br><br>Copy-Delete: row 54 | carriers and intermediaries shall ensure that any written correspondence, including the date and time of such correspondence, can be kept for further reference. The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with air carriers and intermediaries. ***[***All means of communication shall enable the passenger to contact air carriers and intermediaries quickly***, free of charge*** and to communicate effectively.***] / [For the purpose of this Regulation, the air carriers and intermediaries shall make available means of communication that enable the passenger to contact operating air carriers and intermediaries quickly, free of charge and to communicate effectively.]*** |
| Article 1, first paragraph, point (2b)(a), amending provision, first paragraph | | | | |
| R 50ao | | | **5. When offering tickets, intermediaries shall inform passengers of the intermediation fees applied and of the amount of those fees that** | 5. When offering tickets~~,~~ intermediaries shall inform passengers of the intermediation***, administrative, service or cancellation*** fees applied ***[***and of R |

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| | | | **may be reimbursed under Articles 8 and 8a.** | the amount of those fees that may be reimbursed under Articles 8 and 8a.*]* |
| Article 1, first paragraph, point (2b)(a), amending provision, third paragraph | | | | |
| 50ap | | | **6. Paragraphs 4 and 5 of this Article do not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302.** , | 6. Paragraphs 4 and 5 of this Article do not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302. , |
| Article 1, first paragraph, point (3) | | | | |
| 51 | (3) the following Article 14a is inserted: | (3) the following Article 14a is inserted: | (3) the following Article 14a is inserted: | (3) the following Article 14a is inserted: |
| Article 1, first paragraph, point (3), amending provision, first paragraph | | | | |
| 52 | ‘ Article 14a | ‘ Article 14a | ‘ Article 14a | ‘ Article 14a |
| Article 1, first paragraph, point (3), amending provision, second paragraph | | | | |
| 53 | Transfer of information | *Obligation on* transfer of information | Transfer of information **by the intermediary** | Transfer of information by the intermediary |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (1) | | | | |
| 54 | 1. The information for passengers under this Regulation shall be provided also by electronic means, where technically possible. Where information is provided by such means, air carriers and | 1. The information for*, and the correspondence with* passengers under this Regulation shall be provided ~~*also*~~ by electronic means, where technically possible. Where information is provided by such | *deleted* Copy-Delete: row 54 | *Deleted* |

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| | intermediaries shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. All means of communication shall enable the passenger to contact them quickly and to communicate effectively. | means, air carriers and intermediaries shall ensure that the passenger can keep any written correspondence, including the date and time of such correspondence, on a durable medium. ***The burden of proof concerning the questions as to whether and when they have provided the necessary information to passengers shall rest with air carriers and intermediaries.*** All means of communication shall enable the passenger to contact ~~*them*~~***air carriers and intermediaries*** quickly***, free of charge*** and to communicate effectively. | | |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (1a) | | | | |
| R 54a | | ***1a. When offering a ticket, intermediaries shall inform passengers about the cost of the air ticket and all other costs such as the intermediation, administrative, service or cancellation fees. Optional price supplements shall be clearly visible next to ticket price and at every step of the booking process.*** | | R |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (2) | | | | |

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| Y | 55 | 2. Where the passenger does not acquire a ticket directly from the air carrier, but through an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its information, provision of care, reimbursement, re-routing and compensation obligations under this Regulation and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter III of Regulation (EC) No 2111/2005. | 2. Where the passenger does not acquire a ticket directly from the air carrier, but through an intermediary, this intermediary shall provide ~~the~~***all*** contact details ~~of~~***received from*** the passenger**,** and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its ***contract of carriage with the passenger, its*** information~~, provision of care, reimbursement, re-routing and compensation obligations~~ ***obligation*** under ~~this Regulation~~***Article 14*** and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter III of Regulation (EC) No 2111/2005. ***The contact details may not be used for commercial purposes unless the passenger has actively and explicitly requested the contrary.*** | 2. Where the passenger does not acquire a ticket directly from ~~the~~**an** air carrier, but through an intermediary, this intermediary shall provide the contact details of the passenger and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its information, provision of care, reimbursement, re-routing and compensation obligations ~~under this Regulation~~**,** and to ~~fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter III of Regulation (EC) No 2111/2005~~**the extent necessary to handle complaints**. | 2. Where the passenger does not acquire a ticket directly from ~~an~~***the*** air carrier, but through an intermediary, this intermediary shall provide ~~the~~***all*** contact details ~~of~~***received from*** the passenger**,** and the booking details to the air carrier. The air carrier may only use these contact details to the extent necessary to comply with its ***contract of carriage with the passenger, its*** information, provision of care, reimbursement, re-routing and compensation obligations~~, and~~ ***[and to fulfil the air carrier's obligations under applicable Union law on aviation safety and security and to provide information to passengers on the operating carrier in accordance with its obligations under Chapter III of Regulation (EC) No 2111/2005.]*** to the extent necessary to handle complaints~~.~~ | Y |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (2a), first subparagraph | | | | | | |
| G | 55a | | | **3. For the purposes of fulfilling their obligations in** | 3. For the purposes of fulfilling their obligations in | G |

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| | | | **respect of the passenger's right to information, the air carrier and the intermediary may keep such data for no longer than 72 hours after the completion of the contract of carriage.** | respect of the passenger's right to information, the air carrier and the intermediary ~~*may*~~***shall*** keep such data for no longer than 72 hours after the completion of the contract of carriage. |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (3) | | | | |
| G 56 | 3. The carrier shall delete the contact details within 72 hours after the completion of the contract of carriage unless further retention of the contact details is justified to fulfil obligations in respect of the passenger's right to re-routing, reimbursement or compensation. | 3. The ***air*** carrier ***and the intermediary*** shall ~~*delete the*~~***keep the passenger's*** contact details ~~*within*~~***no longer than*** 72 hours after the completion of the contract of carriage unless ***in the case of a flight disruption where*** further retention of the contact details is justified to fulfil obligations in respect of the passenger's right ~~*to*~~***such as provision of care,*** re-routing, reimbursement**,** or compensation ***and complaint handling***. ***The air carrier and the intermediary shall process the passenger's contact details solely for the purpose of fulfilling their respective obligations.*** | **For the purposes of fulfilling their obligations in respect of provision of care, re-routing, reimbursement, compensation, and complaint handling, the air**~~The~~ carrier ~~shall delete the contact details within~~**and the intermediary may keep passenger's personal data for more than** 72 hours after the completion of the contract of carriage ~~unless further retention of the contact details is justified~~**to the extent strictly necessary** to fulfil **those** obligations ~~in respect of the passenger's right to re-routing, reimbursement or compensation~~**within the procedures laid down in the respective Member States' or Union law**. | ***3.*** ~~*For the purposes of fulfilling their*~~***In the case of a flight disruption where further retention of the contact details is justified to fulfil*** obligations in respect of ***the passenger's right such as*** provision of care, re-routing, reimbursement, ***or*** compensation~~*, and complaint handling*~~, the air carrier and the intermediary may keep passenger's personal data for more than 72 hours after the completion of the contract of carriage to the extent strictly necessary to fulfil those obligations ~~*within the procedures laid down in the respective Member States' or Union law*~~. G |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (4) | | | | |
| 57 | 4. Where an intermediary acquires a ticket on behalf of a | 4. Where an intermediary acquires a ticket on behalf of a | 4. Where an intermediary acquires a ticket on behalf of a | 4. Where an intermediary acquires a ticket on behalf of a |

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| | passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger. | passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger. | passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. ~~If the intermediary requests to receive the information which the passenger receives from the air carrier to fulfil its obligations in accordance with paragraph 2, it shall inform the air carrier thereof and the air carrier shall provide the information under paragraph 2 simultaneously to the intermediary and to the passenger.~~ | passenger, the intermediary shall inform the air carrier at the time of booking about the fact that it has booked the ticket as an intermediary. It shall provide the air carrier with its own postal and electronic contact details. |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (4a) | | | | |
| 57a | | ***4a. Intermediaries shall provide accessible, effective remote assistance for all passengers once a flight has been booked and provide help and assistance on electronic tickets and electronic and printed versions of a boarding card. This service shall provide information and may provide alternative proposals in the event of disruption and shall under no*** | | ***4a. Delete*** |

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| | | ***circumstances exceed the cost of a local call.***<br><br>***Intermediaries shall provide the passengers with clearly legible and transparent information about the passenger's rights and shall clearly inform passengers of the information to be provided about the process of requesting compensation or reimbursement under, respectively, Article 7 and Articles 8, 8a, 9 and 10 of this Regulation.***<br><br>***The contact details of the national enforcement body or other body designated under Article 16 shall also be given to the passenger in written form.*** | | |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (5) | | | | |
| 58 | 5. The air carrier shall provide the possibility for the intermediary to transmit and to request the information under paragraphs 2 and 4 as part of the booking process.;<br>, | 5. The air carrier shall provide the possibility for the intermediary to transmit and to request the information under paragraphs 2 and 4 as part of the booking process.;<br>, | *deleted* | ***5. Delete*** |
| Article 1, first paragraph, point (3), amending provision, numbered paragraph (5a) | | | | |

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| 58a | | | **5a. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302.** , | 5a. This Article does not apply to tickets booked as part of a package within the meaning of Directive (EU) 2015/2302. , |
| Article 1, first paragraph, point (4) | | | | |
| 59 | (4) the following Article 15a is inserted: | (4) the following Article 15a is inserted: | *deleted* | ***(4) Delete*** |
| Article 1, first paragraph, point (4), amending provision, first paragraph | | | | |
| 60 | ‘ Article 15a | ‘ Article 15a | *deleted* | ‘ ***Delete*** , |
| Article 1, first paragraph, point (4), amending provision, second paragraph | | | | |
| 61 | Service quality standards | Service quality standards | *deleted* | |
| *Article 1, first paragraph, point (4), amending provision, numbered paragraph (1)* | | | | |
| *62* | *1.* Air carriers shall establish service quality standards and implement a quality management system to maintain service quality. The service quality standards shall at least cover the items listed in Annex II. | 1. Air carriers shall establish service quality standards and implement a quality management system to maintain ***and improve*** service quality. The service quality standards shall at least cover the items listed in Annex II. | *deleted* | |
| *Article 1, first paragraph, point (4), amending provision, numbered paragraph (2)* | | | | |

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| *63* | *2.* Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data. | 2. Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data. | *deleted* | |
| *Article 1, first paragraph, point (4), amending provision, numbered paragraph (2a)* | | | | |
| *63a* | | ***2a. Air carriers shall monitor their performance as reflected in the service quality standards. They shall publish a report on their service quality performance on their website by [2 years after the Regulation becomes applicable], and every two years thereafter. This report shall not contain personal data.*** | | |
| Article 1, first paragraph, point (4), amending provision, numbered paragraph (3) | | | | |
| 64 | 3. Airport managing bodies located in a Member State shall establish service quality standards based on the relevant items listed in Annex II. They shall monitor their performance pursuant to those standards and provide access to the information on their | 3. Airport managing bodies located in a Member State shall establish service quality standards based on the relevant items listed in Annex II ***and which are under their direct responsibility***. They shall monitor their performance pursuant to those standards and provide access to the information | *deleted* | |

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| | performance to the national public authorities on request.;<br>, | on their performance to the national public authorities on request.;<br>, | | |
| *Article 1, first paragraph, point (4), amending provision, numbered paragraph (3a)* | | | | |
| *64a* | | ***3a. Intermediaries which are not SMEs, located in a Member State shall establish service quality standards based at least on the relevant items listed in Annex II. They shall monitor their performance pursuant to those standards and provide access to the information on their performance to national public authorities on request.;***<br>, | | |
| Article 1, first paragraph, point (4a) | | | | |
| G 64b | | ***(4a) the following article is inserted:*** | | ***(4a) the following article is inserted:*** G |
| Article 1, first paragraph, point (4a), amending provision, Article | | | | |
| G 64c | | ‘<br>***Article 15aa*** | | ‘<br>***Article 15aa*** G |
| Article 1, first paragraph, point (4a), amending provision, point (1) | | | | |
| G 64d | | ***Complaint-handling by air carries and intermediaries*** | Mandate of Council in AirPax for info | ***Complaint to the air carrier or the intermediary*** G |
| Article 1, first paragraph, point (4a), amending provision, point ( 1Article d) | | | | |

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| G 64e | | ***1. Each air carrier and intermediary shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. At the time of booking, they shall provide information to passengers on the complaint handling processes and the relevant time limits under this Article. Information on complaint handling shall also be accessible on the air carriers' and intermediaries' websites and applications and shall be communicated in the email that notifies any event that could give rise to the rights enshrined in this Regulation.*** , | | ***Each air carrier and intermediary shall set up a complaint-handling mechanism for the rights and obligations covered by this Regulation in their respective fields of responsibility. [Details of the complaint-handling procedure shall be accessible to the public, including in an accessible format for persons with disabilities and persons with reduced mobility.]*** |
| Article 1, first paragraph, point (4a), amending provision, first paragraph | | | | |
| Y 64f | | ***2. Passengers may submit a complaint to any air carriers or intermediaries regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted within one year from the date on which the*** | | ***Passengers may submit a complaint to any air carriers or intermediaries regarding their respective fields of responsibility via the mechanisms referred to in paragraph 1. Such a complaint shall be submitted [within six months/one year] from the date*** |

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| | | ***flight was performed or was scheduled to be performed.*** | | ***on which the flight was performed or was scheduled to be performed.*** |
| Article 1, first paragraph, point (4a), amending provision, fifth paragraph | | | | |
| Y | 64g | ***3. Within 7 working days of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within two months of receiving the complaint, the addressee shall provide a reasoned answer to the passenger. Where the addressee does not provide that full answer within that two-month period, it shall be deemed to have accepted the passenger's claims.*** | | ***Within [7 working days] of receiving the complaint, the addressee shall confirm the receipt of the complaint to the passenger. Within [one month] of receiving the complaint, the addressee shall either provide a reasoned reply or, in duly justified cases, inform the passenger that they will receive a final reply within a period of [less than two months] from the date of receipt of the complaint.*** |
| Article 1, first paragraph, point (4a), amending provision, sixth paragraph | | | | |
| G | 64h | ***4. With the reasoned answer, the addressee shall also communicate to the passenger concerned the relevant contact details of the National enforcement body or other body as defined in Article 16 paragraph 1, including its postal address, phone number, email address and website address.*** | | ***The final reply shall also contain the relevant contact details of the body or bodies responsible for the handling of complaints under Article 16b. This obligation may be fulfilled by referring the passenger to the list of complaint-handling bodies made available by the Commission.*** |
| Article 1, first paragraph, point (4a), amending provision, seventh paragraph | | | | |

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| G | 64i | | ***5. On receipt of the reasoned answer from the air carrier or the intermediary, the passenger concerned may complaint to any national enforcement body and/or to any national out-of-court dispute resolution body designated under Art 16 within a time limit, which shall be set in advance at not less than one year from the date on which the passenger submitted the complaint to the air carrier or the intermediary concerned.*** | | ***deleted*** | G |
| Article 1, first paragraph, point (4a), amending provision, eighth paragraph | | | | | | |
| Y | 64j | | ***6. Where the air carrier invokes extraordinary circumstances, it shall inform the passenger in its answer of the specific circumstances responsible for the cancellation or delay. The air carrier shall also show that it took all reasonable measures to avoid the cancellation or delay.*** | | ***6. Where the air carrier invokes extraordinary circumstances, it shall inform the passenger in its answer of the specific circumstances responsible for the cancellation or delay.***<br><br>Discussed in AirPax in the context of prefilled form; might become redundant in this Article | Y |
| Article 1, first paragraph, point (4a), amending provision, ninth paragraph | | | | | | |
| G | 64k | | ***7. The burden of proof regarding the provision of the requisite information to*** | | ***7. The burden of proof regarding the provision of the requisite information to*** | G |

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| | | | ***passengers shall be on the air carrier and the intermediary.*** | | ***passengers shall be on the air carrier and the intermediary.*** |
| Article 1, first paragraph, point (4a), amending provision, tenth paragraph | | | | | |
| Y | 64l | | ***8. Details of the complaint-handling procedure shall be accessible to the public, including to persons with disabilities and to persons with reduced mobility in accessible format. This information shall be available at least in the language of the booking reservation and in the language internationally accepted in this field.*** | | ***Deleted*** , |
| Article 1, first paragraph, point (4b), first subparagraph | | | | | |
| G | 64m | | ***(4b) Article 16 is replaced by the following:*** | | ***(4b) Article 16 is replaced by the following:*** |
| Article 1, first paragraph, point (4b), first subparagraph, amending provision, first paragraph | | | | | |
| G | 64n | | ‘ ***Article 16*** | | ‘ ***Article 16*** |
| Article 1, first paragraph, point (4b), first subparagraph, amending provision, second paragraph | | | | | |
| G | 64o | | ***Designation of national enforcement bodies*** | | ***Designation of national enforcement bodies*** |
| Article 1, first paragraph, point (4b), first subparagraph, amending provision, third paragraph | | | | | |
| Y | 64p | | ***1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation as regards*** | | ***1. Each Member State shall designate a body or bodies responsible for the enforcement of this Regulation [as regards*** |

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| | | ***flights from airports situated on its territory and flights from a third country to such airports. Each body shall take the measures necessary to ensure that the rights of passengers are respected.*** | | ***flights from airports situated on its territory and flights from a third country to such airports.]*** |
| Article 1, first paragraph, point (4b), first subparagraph, amending provision, fourth paragraph | | | | |
| G 64q | | ***2. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any air carrier, airport managing body and intermediary.*** | | ***2. Each body shall be independent in its organisation, funding decisions, legal structure and decision-making of any air carrier, airport managing body and intermediary or other commercial interests.*** G |
| Article 1, first paragraph, point (4b), first subparagraph, amending provision, fifth paragraph | | | | |
| G 64r | | ***3. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities. The Commission and the bodies designated shall publish that information on their websites.'*** , | | ***3. Member States shall inform the Commission of the body or bodies designated in accordance with this Article and of its or their respective responsibilities, including any changes thereof. The Commission and the body or bodies designated shall publish that information on their websites.'*** , G |
| Article 1, first paragraph, point (4c) | | | | |

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| G | 64s | | ***(4c) The following article is inserted :*** | | ***(4c) The following article is inserted :*** |
| Article 1, first paragraph, point (4c), amending provision, first paragraph | | | | | |
| G | 64t | | ‘ ***Article 16a*** | | ‘ ***Article 16a*** |
| Article 1, first paragraph, point (4c), amending provision, second paragraph | | | | | |
| G | 64u | | ***Enforcement tasks*** | | ***Enforcement tasks*** |
| Article 1, first paragraph, point (4c), amending provision, third paragraph | | | | | |
| Y | 64v | | ***1. The National Enforcement Body shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld. For this purpose, air carriers, airport managing bodies and intermediaries shall provide the national enforcement body with relevant documents and information at their request within one month of its request. In complex cases, the national enforcement body may extend this period to a maximum of three months from the receipt of the request. In carrying out their functions, the national enforcement bodies shall take account of the information*** | | ***1. The National Enforcement Bodies shall closely monitor compliance with this Regulation and shall take the measures necessary to ensure that the rights of passengers are upheld.***<br><br>***1-a. The monitoring shall be proportionate and in accordance with national standards and applicable rules. It may be based on a factual assessment that takes into account complaints made by passengers under Article 16b to these bodies, where available, as well as findings of the previous monitoring activities carried out by these bodies, information received in accordance with paragraph 1a of this Article, Article 15a,*** |

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| | | ***submitted to them by the other body designated to handle complaints as defined in Article 16 paragraph 1.*** | | ***paragraphs 1 and 3 and Article 16c, as well as other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. Monitoring activities may include audits, inspections, interviews, and the examination of documents.***<br><br>***1a. The National Enforcement Bodies may request air carriers, intermediaries and airport management bodies to provide documents and information that are relevant for the purposes of carrying out their functions referred to in paragraph 1. Such documents and information shall be provided within one month from the receipt of the request, unless specified otherwise by the National Enforcement Body.***<br><br>***1b. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the other body, where relevant, designated to handle complaints in*** |

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| | | | | ***accordance with Article 16b paragraph 2.***<br><br>21/04 ITM7 - provisionally agreed para 1, 1a and 1b. Para 1-a to be agreed once agreement on RBAM reached |
| Article 1, first paragraph, point (4c), amending provision, fourth paragraph | | | | |
| G 64w | | ***2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.*** | | ***2. Monitoring activities may be performed jointly by national enforcement bodies in the event of air services between two or several EU Member States.*** |
| Article 1, first paragraph, point (4c), amending provision, fifth paragraph | | | | |
| Y 64x | | ***3. Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to penalise effectively infringements. National Enforcement Bodies shall be able to take enforcement actions based on individual complaints as defined in Article 16b.*** | | ***[Member States shall ensure that their respective National Enforcement Bodies are given sufficient power to take enforcement actions.]*** |
| Article 1, first paragraph, point (4c), amending provision, sixth paragraph | | | | |
| Y 64y | | ***4. In the event that the air carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall*** | | ***4. In the event that the air carrier invokes extraordinary circumstances as a justification for refusing compensation under this Regulation, the carrier shall,*** |

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| | | ***substantiate its claim by providing adequate evidence on those circumstances and related technical issues to the NEB within 48 hours. Furthermore, the carrier shall demonstrate that all reasonable measures were taken to prevent the cancellation or delay of the flight in question.*** | | ***upon request from the national enforcement body, provide adequate evidence on those circumstances.*** |
| Article 1, first paragraph, point (4c), amending provision, seventh paragraph | | | | |
| G 64z | | ***5. The National Enforcement Body shall disseminate such information to the bodies designated for alternative dispute resolution pursuant to this Regulation, where available.*** | | ***deleted*** G |
| Article 1, first paragraph, point (4c), amending provision, eighth paragraph | | | | |
| G 64aa | | ***6. Every two years, the national enforcement bodies shall publish reports with statistics on their activity, including on penalties applied, by 30 June of the following calendar year. Those reports shall be made available on the website of the European Union Aviation Safety Agency.*** | | ***6. By 30 June … [X years from the date of entry into force of this amending Regulation] and every [five years] thereafter, the national enforcement bodies shall publish reports on their activities, including, where relevant, on penalties applied. Those reports shall be made available on the website of the European Union Aviation Safety Agency.*** G |

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| | | | | Provisionally agreed in ITM4.<br>However, PCY intends to reopen the line to discuss the deadlines. |
| Article 1, first paragraph, point (4c), amending provision, ninth paragraph | | | | |
| Y 64ab | | ***7. On the basis of data which air carriers, airport managing bodies, intermediaries are required to provide on service quality standards as defined in Article 15a, the National enforcement body shall publish statistics concerning the number and nature of complaints, the number of cancellations, denied boardings and delays and their duration and data on lost, delayed or damaged baggage.*** | | ***deleted*** Y |
| Article 1, first paragraph, point (4c), amending provision, tenth paragraph | | | | |
| G 64ac | | ***8. Air carriers and intermediaries shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.'*** , | | ***8. Air carriers and intermediaries shall give their contact details to the national enforcement body or bodies of the Member States in which they operate.'*** , G |
| Article 1, first paragraph, point (4d) | | | | |
| G 64ad | | ***(4d) the following article is inserted :*** | | ***(4d) the following article is inserted :*** G |

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| Article 1, first paragraph, point (4d), amending provision, first paragraph | | | | | | | | | |
| G | 64ae | | | ‘<br>***‘Article 16b***<br>***Complaint handling by national enforcement bodies and other bodies*** | | | | ‘<br>***‘Article 16b***<br>***Complaint to the national enforcement bodies and other bodies*** | G |
| Article 1, first paragraph, point (4d), amending provision, second paragraph | | | | | | | | | |
| Y | 64af | | | ***1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council , after having complained unsuccessfully to the air carrier or intermediary pursuant to Article 13a, the passenger may complain to the national enforcement body or any other body designated under paragraph 2 of this Article no later than one year from receiving information on the rejection of the original complaint by the air carrier or the intermediary.*** | | | | ***-1. Without prejudice to the rights of consumers to seek alternative redress pursuant to Directive 2013/11/EU of the European Parliament and of the Council, Member States shall designate the national enforcement body or any other body as the entity responsible for the handling of complaints under this Article. Member States shall ensure that such a body complies with the requirements of Article 16(2).***<br><br>***1. After having complained unsuccessfully to the air carrier or intermediary pursuant to Article 15aa, the passenger may complain to the body designated under paragraph -1 of this Article no later than [three months/one year] from receiving information on the rejection of*** | Y |

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| | | | | ***the original complaint by the air carrier or the intermediary.***<br><br>***Where no reply is received [within two months] from making the original complaint pursuant to Article 15aa, the passenger shall have the right to complain to the body designated under paragraph -1.***<br><br>***1a. Where necessary, the body to which the passenger complains in accordance with paragraph 1, shall inform the complainant about their right to approach alternative dispute resolution bodies to seek individual redress.*** |
| Article 1, first paragraph, point (4d), amending provision, third paragraph | | | | |
| Y | 64ag | | ***2. Any passenger may complain about an alleged infringement of this Regulation at any airport situated on the territory of a Member State or concerning any flight from any airport situated on the territory of a Member State or of a third country to such airports, either to the national enforcement body, or to any other body designated*** | ***2. Passengers may complain about an alleged infringement of this Regulation to the body designated under paragraph -1.*** |

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| | | ***by a Member State for that purpose.*** | | |
| Article 1, first paragraph, point (4d), amending provision, fourth paragraph | | | | |
| ¥ 64ah | | ***3. The national enforcement body or any other body designated under paragraph 2 shall acknowledge receipt of the complaint within two weeks of receiving it. The complaint-handling procedure shall take a maximum of three months from the date of the establishment of the complaint file. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with reduced mobility in accessible format.*** | | ***3. The body designated under paragraph -1 shall acknowledge receipt of the complaint [within two weeks] of receiving it. Where that body is, in accordance with national law, responsible for the handling of individual complaints, it shall provide the passenger with a substantiated reply to their complaint within a reasonable period of time. Where that body is also an alternative dispute resolution body within the meaning of Directive 2013/11/EU, the time limits laid down in that Directive shall prevail. Where that body does not handle individual complaints, it shall provide the passenger with information on available means to seek redress.***<br><br>***3a. The complaint-handling procedure shall be made accessible to persons with disabilities and to persons with*** ¥ |

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| | | | | ***reduced mobility in accessible format.*** |
| Article 1, first paragraph, point (4d), amending provision, fifth paragraph | | | | |
| 64ai | | ***4. Where a complaint relates to alleged infringements by airport managing body, the complaint shall be handled by the national enforcement body or any other body designated under paragraph 2 of the Member State on whose territory the incident occurred.*** | | ***4. Where a complaint relates to alleged infringements of this Regulation by airport managing body, the complaint shall be handled by the body designated under paragraph -1 of the Member State on whose territory the incident occurred.*** |
| Article 1, first paragraph, point (4d), amending provision, sixth paragraph | | | | |
| 64aj | | ***5. National Enforcement bodies or any other body designated under paragraph 2 shall be able to deal with individual passenger complaints and be granted, at least, with the minimum investigative and enforcement powers defined in article 9 of the Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004.*** | | ***deleted*** |

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| Article 1, first paragraph, point (4d), amending provision, seventh paragraph | | | | |
| Y 64ak | | ***6. Decisions of National Enforcement Bodies or of any other body designated under paragraph 2 shall be binding on both parties and enforceable, without prejudice to the right of parties to access the judicial system.'*** , | | ***deleted*** , Y |
| Article 1, first paragraph, point (4e) | | | | |
| G 64al | | ***(4e) the following article is inserted:*** | | ***(4e) the following article is inserted:*** G |
| Article 1, first paragraph, point (4e), amending provision, first paragraph | | | | |
| G 64am | | ‘ ***'Article 16c Exchange of information and cross-border cooperation between national enforcement bodies*** | | ‘ ***'Article 16c Exchange of information and cross-border cooperation between national enforcement bodies*** G |
| Article 1, first paragraph, point (4e), amending provision, point (1) | | | | |
| G 64an | | ***1. Where different bodies are designated under Articles 16 and 16b, reporting mechanisms shall be set up to ensure the exchange of information between them, in accordance with Regulation*** | | ***1. Where a Member State designates different bodies under Articles 16 and 16b, those bodies shall ensure the exchange of relevant information between them, in accordance with Regulation (EU) 2016/679, in*** G |

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| | | ***(EU) 2016/679, in order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body designated under Article 16b can collect the information necessary to examine individual complaints.*** | | ***order to help the national enforcement body to carry out its tasks of supervision and enforcement, and so that the complaint-handling body designated under Article 16b can collect the information necessary to examine individual complaints.*** |
| Article 1, first paragraph, point (4e), amending provision, point (2) | | | | |
| G 64ao | | ***2. National enforcement bodies shall exchange information on their work and decision-making principles and practices for the purpose of coordination. The Commission shall support them in that task.'*** , | | ***2. National enforcement bodies of different Member States shall exchange information on their work and decision-making principles and practices for the purpose of cross-border coordination. The Commission shall support them in that task.*** , G |
| Article 1, first paragraph, point (5) | | | | |
| 65 | (5) the following Article 16aa is inserted: | (5) the following Article 16aa is inserted: | (5) the following ~~Article 16aa~~ is**Articles are** inserted: | (5) the following Articles are inserted: |
| Article 1, first paragraph, point (5), amending provision, first paragraph | | | | |
| 66 | ' Article 16aa | ' Article 16aa | ' Article 16aa | ' Article 16aa Common form and complaint handling |

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| Article 1, first paragraph, point (5), amending provision, second paragraph | | | | |
| 67 | Common form for reimbursement and compensation requests | Common form for reimbursement and compensation requests | ~~Common form for~~**Submission of** reimbursement and compensation requests | Submission of reimbursement and compensation requests<br><br>Alignment with AirPax Common form and complaint handling<br><br>To be seen if the Article is still relevant in the context of the outcome of discussion in AirPax on the prefilled form. |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (-1) | | | | |
| 67a | | | **-1. Air carriers and intermediaries shall clearly inform passengers of the process of requesting compensation or reimbursement under, respectively, Article 7 and Articles 8, 8a, 9 and 10 of this Regulation.** | |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (-1a) | | | | |
| 67b | 2. Passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used that form. If a request is not | | ~~2.~~ **-1a**. Passengers shall have the right to submit their requests **for compensation or reimbursement** using the common form referred to in paragraph 1~~. Operating~~**, the form provided by the air carrier in accordance with paragraph 3 or** | |

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| | sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so.<br><br>Moved reference text | | **by other means.** Air carriers and intermediaries shall not reject a request ~~solely~~ on the grounds that the passenger has not used ~~that form.~~ **the common form referred to in paragraph 1 or the form provided by the carrier or intermediary in accordance with paragraph 3, or has sent the form by other means than electronic means referred to in paragraph 3.**<br><br>**Passengers shall have the right to submit their request in at least the language of the booking.**<br><br>If a request is not sufficiently precise, the **air** carrier **or the intermediary** shall ask the passenger to clarify **and complete** the request ~~and shall assist the passenger in doing so~~.<br><br>Copy-Delete: row 69 | |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (1) | | | | |
| 68 | 1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement | 1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement | 1. The Commission shall adopt an implementing act establishing a common form for compensation and reimbursement | |

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| | requests under Articles 7 and 8. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782 of the European Parliament and the Council[1].<br><br>1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj). | requests ***(the 'common form')*** under Articles 7 and 8. That common form shall be established in ~~*a format which is*~~***an*** accessible ~~*to persons with disabilities and persons with reduced mobility*~~***format and available in all official Union languages***. That implementing act shall be adopted in accordance with the examination procedure referred to in Article 38 (2) of Regulation (EU) 2021/782 of the European Parliament and the Council[1].<br><br>1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj). | requests under, **respectively, Article 7 and** Articles ~~7 and 8~~**8, 8a, 9 and 10**. That common form shall be established in a format which is accessible to persons with disabilities and persons with reduced mobility. That implementing act shall be adopted in accordance with the examination procedure referred to in Article ~~38 (2) of Regulation (EU) 2021/782~~**16bd(2). The Commission shall make the common form available in all official languages** of the ~~European Parliament and the Council~~[1]**Union on its website**.<br><br>~~1. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj).~~ | |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (1a) | | | | |
| 68a | | ***1a. Air carriers shall send to passengers the pre-filled common form within 48 hours following travel disruption for the purpose of reimbursement and compensation in accordance with Article 5a(2).*** | | |

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| Article 1, first paragraph, point (5), amending provision, numbered paragraph (1b) | | | | |
| 68b | | ***1b. This requirement set out in paragraph 1a shall not apply to air carriers and intermediaries where other automated electronic means of communication allowing passengers to request reimbursement or compensation exist, provided that such means offer the choice and information set out in the common form and are also available in the language of the booking and in the language internationally accepted in this field.*** | | |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (2) | | | | |
| 69 | 2. Passengers shall have the right to submit their requests using the common form referred to in paragraph 1. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used that form. If a request is not sufficiently precise, the carrier shall ask the passenger to clarify the request and shall assist the passenger in doing so. | 2. Passengers shall have the right to submit their requests ***for reimbursement and compensation*** using the common form referred to in paragraph 1 ***or by other means***. Operating air carriers and intermediaries shall not reject a request solely on the grounds that the passenger has not used ~~*that form*~~***the common form. Passengers shall have the right to submit their request in at least the language of the booking***. If a request is not sufficiently precise, the ***air*** carrier shall ask the | *deleted*<br><br>*Copy-Delete: row 69* | |

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| | | passenger to clarify ***or complete*** the request and shall ***duly motivate the request for additional information and*** assist the passenger in doing so. | | |
| *Article 1, first paragraph, point (5), amending provision, numbered paragraph (3)* | | | | |
| *70* | *3.* Air carriers and intermediaries shall provide details on their website such as an e-mail address, to which requests under paragraph 1 may be sent by electronic means. This requirement shall not apply where other electronic means of communication allowing passengers to request reimbursement or compensation exist, such as a form on a website or mobile applications, provided that such means offer the choice and information set out in the common form and are also available in an official language of the Union and in the language internationally accepted in this field. When using such means, passengers shall not be prevented from providing information in any of the languages of the Union. | 3. ***Without prejudice to paragraph 1a,*** air carriers and intermediaries shall provide ~~*details*~~***clear information*** on their ~~*website such as an e-mail address, to which requests under paragraph 1 may be sent by electronic means. This requirement shall not apply where other*~~***websites regarding the different*** electronic means ~~*of communication allowing*~~***that allow*** passengers to request reimbursement or compensation ~~*exist*~~, such as ~~*a form on a website*~~***an e-mail address, electronic forms*** or mobile applications~~*, provided that such means offer the choice and information set out in the common form and are also available in an official language*~~***. Regardless*** of the ~~*Union and in the language internationally accepted in this field. When using such*~~***electronic*** | 3. **Air carriers and intermediaries shall, where possible and without undue delay, establish, and transmit to passengers, a form for compensation and reimbursement requests under, respectively, Article 7 and Articles 8, 8a, 9 and 10, or provide a link allowing a direct access to that form or to the common form referred to in paragraph 1 of this Article.**<br><br>Air carriers and intermediaries shall provide details on their website— such as an e-mail address, to which **compensation or reimbursement** requests ~~under paragraph 1~~ may be sent by electronic means. ~~This~~**That** requirement shall not apply where other electronic means of communication allowing passengers to request | |

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| | | means ***used***, passengers shall ~~***not be prevented from providing information in any of the languages of the Union***~~***be provided with electronic confirmation as proof that such a request has been submitted***. | **compensation or** reimbursement ~~or compensation~~ exist, such as ~~a form~~**the form referred to in the first subparagraph of this paragraph, available** on a website or mobile applications, provided that such means offer**, in an accessible format,** the choice and information set out in the common form **referred to in paragraph 1** and are ~~also~~ available in ~~an official~~**at least the** language of the ~~Union and in the language internationally accepted in this field~~**booking**. ~~When using such means, passengers shall not be prevented from providing information in any of the languages of the Union.~~ | |
| Article 1, first paragraph, point (5), amending provision, numbered paragraph (4) | | | | |
| 71 | 4. The Commission shall make the common form available in all Union languages on its website. The body or bodies designated by Member States in accordance with Articles 16(1) and 16a(3) shall ensure that passengers have access to the common form.<br>, | 4. The Commission shall make the common form available in all ***official*** Union languages on its website. The body or bodies designated by Member States in accordance with Articles 16(1) and 16a(3) shall ensure that passengers have access to the common form.<br>, | *deleted* | |

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| *Article 1, first paragraph, point (5), amending provision, Article* | | | | |
| *71a* | | | **Article 16ab**<br>**Legal representatives of third country intermediaries** | Article 16ab<br>Legal representatives of third country intermediaries |
| Article 1, first paragraph, point (5), amending provision, Article(1) | | | | |
| 71b | | | **1. Intermediaries which do not have an establishment in the Union, but which offer services in the Union shall designate, in writing, a legal or natural person to act as their legal representative in one of the Member States where they offer their services. For intermediaries covered by Regulation (EU) 2022/2065 of the European Parliament and of the Council*, the legal representative designated pursuant to that Regulation may also act a legal representative pursuant to this Regulation.**<br>_____<br>***. Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act) (OJ L 277, 27.10.2022, p. 1, ELI: http://data.europa.eu/eli/reg/2022/2065/oj).** | 1. Intermediaries which do not have an establishment in the Union, but which offer services in the Union shall designate, in writing, a legal or natural person to act as their legal representative in one of the Member States where they offer their services. For intermediaries covered by Regulation (EU) 2022/2065 of the European Parliament and of the Council*, the legal representative designated pursuant to that Regulation may also act a legal representative pursuant to this Regulation.<br>_____<br>*. Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act) (OJ L 277, 27.10.2022, p. 1, ELI: http://data.europa.eu/eli/reg/2022/2065/oj). |

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| Article 1, first paragraph, point (5), amending provision, Article(2) | | | | |
| 71c | | | **2. These intermediaries shall mandate their legal representatives for the purpose of being addressed in addition to or instead of such intermediaries, by the bodies designated under Article 16(1), on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Intermediaries shall provide their legal representative with necessary powers and sufficient resources to guarantee their efficient and timely cooperation with those bodies, and to comply with such decisions.** | 2. These intermediaries shall mandate their legal representatives for the purpose of being addressed in addition to or instead of such intermediaries, by the bodies designated under Article 16(1), on all issues necessary for the receipt of, compliance with and enforcement of decisions issued in relation to this Regulation. Intermediaries shall provide their legal representative with necessary powers and sufficient resources to guarantee their efficient and timely cooperation with those bodies, and to comply with such decisions. |
| Article 1, first paragraph, point (5), amending provision, Article(3) | | | | |
| 71d | | | **3. It shall be possible for the designated legal representative to be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the intermediary.** | 3. It shall be possible for the designated legal representative to be held liable for non-compliance with obligations under this Regulation, without prejudice to the liability and legal actions that could be initiated against the intermediary. |
| Article 1, first paragraph, point (5), amending provision, Article(4) | | | | |

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| 71e | | | **4. Intermediaries shall notify the name, postal address, email address and telephone number of their legal representative to the bodies designated under Article 16(1) in the Member State where that legal representative resides or is established. The intermediaries shall ensure that that information is publicly available, easily accessible, accurate and kept up to date.** | 4. Intermediaries shall notify the name, postal address, email address and telephone number of their legal representative to the bodies designated under Article 16(1) in the Member State where that legal representative resides or is established. The intermediaries shall ensure that that information is publicly available, easily accessible, accurate and kept up to date. |
| Article 1, first paragraph, point (5), amending provision, Article(5) | | | | |
| 71f | | | **5. The designation of a legal representative within the Union pursuant to paragraph 1 shall not constitute an establishment in the Union.** , | 5. The designation of a legal representative within the Union pursuant to paragraph 1 shall not constitute an establishment in the Union. , |
| Article 1, first paragraph, point (6) | | | | |
| 72 | (6) the following Articles 16ba, 16bb and 16bc are inserted: | (6) the following Articles 16ba, 16bb and 16bc are inserted:<br>To be deleted reference to 16bb (deleted) and to be added 16bca (line 88b) and 16bdb (line 88d) | (6) the following Articles ~~16ba,~~16bb**, 16bc and 16bd** ~~and 16bc~~ are inserted: | (6) the following Articles ~~*16bb,*~~ 16bc and 16bd are inserted: |
| Article 1, first paragraph, point (6), amending provision, first paragraph | | | | |
| 73 | ‘ | ‘ | | ‘ |

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| | Article 16ba | Article 16ba | *deleted* | ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, second paragraph | | | | |
| 74 | Risk-based approach to the monitoring of compliance with passenger rights | ***Tasks of national enforcement bodies related to*** risk-based approach ~~*to the*~~***concerning*** monitoring of compliance with passenger rights | *deleted* | ***deleted***<br>PCY suggests incorporating some elements of this article as regards monitoring in Article 16a on enforcement tasks (see paragraph 1aa in line 64v). |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (1) | | | | |
| 75 | 1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and intermediaries with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities. | 1. The national enforcement bodies shall develop a compliance monitoring programme to monitor compliance of air carriers, airport managing bodies and intermediaries with the obligations laid down in this Regulation on the basis of a risk assessment. The programme shall allow for the detection and correction of recurrent non-compliance in the implementation of passenger rights. The compliance monitoring programme shall include a representative sample of monitoring activities. | *deleted* | ***1.*** ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (2) | | | | |

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| 76 | 2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 16bb (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. | 2. The risk assessment shall be based on a factual assessment that takes into account complaints made by passengers to these bodies, where available, as well as findings of the monitoring activities carried out by these bodies, information referred to in Article 16bb (1) and (3), and other sources of information pertaining to the application of this Regulation on the territory of the respective Member State. | *deleted* | ***2.*** ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (3) | | | | |
| 77 | 3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter. | 3. The risk assessment shall be carried out for the first time by 30 June XXXX [1 year after the Regulation becomes applicable], and every two years thereafter. | *deleted* | ***3.*** ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (4) | | | | |
| 78 | 4. Compliance monitoring activities shall be based on the assessment of risks and carried out by means of audits, inspections, interviews, verifications and examination of documents as appropriate. They shall include both announced and unannounced activities. The monitoring activities shall be | 4. Compliance monitoring activities shall be based on the assessment of risks ~~and~~***that could be*** carried out by means of audits, inspections, interviews, verifications and examination of documents ***and discussions*** as appropriate. They shall include both announced and unannounced activities. The monitoring | *deleted* | ***4.*** ***deleted*** |

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| | proportionate to the risks identified. | activities shall be proportionate to the risks identified. | | |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (5) | | | | |
| 79 | 5. National enforcement bodies shall ensure the swift rectification of non-compliance by air carriers, airport managing bodies and intermediaries as identified during their monitoring activities. They shall require carriers to submit an action plan to remedy non-compliance, as appropriate. | 5. National enforcement bodies shall ensure the swift rectification of non-compliance by air carriers, airport managing bodies and intermediaries as identified during their monitoring activities. They shall require carriers***, airport managing bodies and intermediaries*** to submit an action plan to remedy non-compliance, as appropriate. | *deleted* | ***5.*** ***deleted*** |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, numbered paragraph (5a) | | | | |
| 79a | | ***5a.*** ***If action plans are deemed insufficient, or if non-compliance necessitates an immediate action, National Enforcement Bodies may take enforcement actions as defined in Article 16a.*** | | ***5a.*** ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (6) | | | | |
| 80 | 6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the | 6. The compliance monitoring programme under paragraph 1, the risk assessment under paragraph 2 as well as their findings shall be communicated to the Commission by 30 June XXXX [2 years after the | *deleted* | ***6.*** ***deleted*** |

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| | Regulation becomes applicable], and every two years thereafter. | Regulation becomes applicable], and every two years thereafter. | | |
| Article 1, first paragraph, point (6), amending provision, ninth paragraph | | | | |
| G 81 | Article 16bb | *deleted* | ‘<br>Article 16bb | ~~*Article 16bb*~~***deleted*** |
| Article 1, first paragraph, point (6), amending provision, tenth paragraph | | | | |
| G 82 | Sharing of information with national enforcement bodies | *deleted* | Sharing of information with national enforcement bodies | ~~*Sharing of information with national enforcement bodies*~~***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (1) | | | | |
| G 83 | 1. Carriers shall provide the national enforcement bodies with relevant documents and information at their request without undue delay and, in any event, within one month from the receipt of the request. | *deleted* | ~~1.~~ ~~Carriers shall provide~~ The national enforcement bodies ~~with relevant~~**may request air carriers, intermediaries and airport managing bodies to provide** documents and information ~~at~~**that are relevant for the purposes of carrying out** their ~~request without undue delay and, in any event,~~**function. Such documents and information shall be provided** within one month from the receipt of the request**, unless specified otherwise**. | ***1.*** ~~*The national enforcement bodies may request air carriers, intermediaries and airport managing bodies to provide documents and information that are relevant for the purposes of carrying out their function. Such documents and information shall be provided within one month from the receipt of the request, unless specified otherwise.*~~***deleted*** |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (2) | | | | |
| G 84 | 2. In complex cases, the national enforcement body may | *deleted* | *deleted* | ***2.*** ***deleted*** |

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| | | extend this period to a maximum of three months from the receipt of the request. | | | |
| Article 1, first paragraph, point (6), amending provision, numbered paragraph (3) | | | | | |
| G | 85 | 3. In carrying out their functions, the national enforcement bodies shall take account of the information submitted to them by the body designated to handle complaints, if this is a different body. | *deleted* | *deleted* | ***3.*** ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, fourteenth paragraph | | | | | |
| Y | 86 | Article 16bc | Article 16bc | Article 16bc | Article 16bc |
| Article 1, first paragraph, point (6), amending provision, fifteenth paragraph | | | | | |
| Y | 87 | Information about alternative dispute resolution by national enforcement bodies | Information about alternative dispute resolution by national enforcement bodies | Information about alternative dispute resolution by national enforcement bodies | Information about alternative dispute resolution by national enforcement bodies |
| Article 1, first paragraph, point (6), amending provision, sixteenth paragraph | | | | | |
| Y | 88 | The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.; ' | The national enforcement body to which the passenger complains, or any other body designated by a Member State for that purpose, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.; | **Where necessary,** the national enforcement body to which the passenger complains **in accordance with Article 16(2)**, or any other body designated by a Member State for that purpose **pursuant to that provision**, shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress.~~;~~ | Where necessary, the ~~*national enforcement*~~ body to which the passenger complains in accordance with Article ~~*16(2), or any other body designated by a Member State for that purpose pursuant to that provision,*~~***16b*** shall inform the complainant about his or her right to approach alternative dispute resolution bodies to seek individual redress. |

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| Article 1, first paragraph, point (6), amending provision, sixteenth paragraph a | | | | | | | | | |
| Y | 88a | | | | | **This obligation may be fulfilled by referring the passenger to the interactive tool [list of notified ADR entities] maintained by the Commission pursuant to Article [20] of the Directive 2013/11/EU of the European Parliament and of the Council**, or, where appropriate, to the designated ADR contact points notified to the Commission under Article [24] of that Directive.**<br><br>****. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj).** | | This obligation may be fulfilled by referring the passenger to the interactive tool ~~[~~*hosting a* list of notified ADR entities~~]~~. maintained by the Commission pursuant to Article ~~[20]~~*20* of the Directive 2013/11/EU of the European Parliament and of the Council**, or, where appropriate, to the designated ADR contact points notified to the Commission under Article ~~[24]~~*24* of that Directive.<br><br>**. Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR) (OJ L 165, 18.6.2013, p. 63, ELI: http://data.europa.eu/eli/dir/2013/11/oj). | Y |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, fifteenth paragraph a | | | | | | | | | |
| R | 88b | | | *The participation of air carriers and intermediaries under the scope of this Regulation in alternative dispute resolution procedures shall be mandatory and their decisions binding, without prejudice to the right of* | | | | *deleted* | R |

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| | | ***parties to access the judicial system, [in accordance with the Directive (EU) 2024/… on alternative dispute resolution for consumer disputes]*** | | |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, sixteenth paragraph a | | | | |
| R 88c | | ***Article 16bca Inspections of national enforcement bodies*** | | ***deleted*** |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, twentieth subparagraph | | | | |
| R 88d | | ***1. The Commission may conduct inspections of national enforcement bodies in order to monitor the application by Member States of the Regulation and to make recommendations to improve its enforcement.*** | | ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, amending provision | | | | |
| R 88e | | ***2. The Commission shall in good time before an inspection inform the Member State concerned thereof.*** | | ***deleted*** |
| Article 1, first paragraph, point (6), amending provision, amending provision | | | | |
| R 88f | | ***3. Each Commission inspection report shall be communicated to the national enforcement authority of the Member State concerned, which*** | | ***deleted*** |

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| | | ***shall, in its answer, set out the measures taken to remedy the non-compliances identified and address the recommendations.*** | | |
| Article 1, first paragraph, point (6), amending provision, amending provision | | | | |
| R 88g | | ***4. The report, together with the answer of the national enforcement body, shall subsequently be communicated to the national enforcement bodies of the other Member States, where appropriate.*** | | ***deleted*** R |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, point (1) | | | | |
| 88h | | ***Article 16bc b Oversight of intermediaries established in third countries.*** | | ***Article 16bc b Oversight of intermediaries established in third countries.*** |
| Article 1, first paragraph, point (6), first subparagraph, amending provision, point (2) | | | | |
| 88i | | ***1. The Commission shall perform the oversight of intermediaries established in third countries in order to verify their compliance with this regulation.*** , | | ***The Commission shall perform the oversight of intermediaries established in third countries in order to verify their compliance with this regulation.*** |
| Article 1, first paragraph, point (6), amending provision, Article | | | | |
| 88j | | | ***Article 16bd*** **Committee procedure** | *Article 16bd* Committee procedure |
| Article 1, first paragraph, point (6), amending provision, Article(1) | | | | |

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| 88k | | | **1. The Commission shall be assisted by the committee referred to in Article [26(1) of Regulation on passenger rights in the context of multimodal journeys]. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011 of the European Parliament and of the Council***.**<br>_____<br>*****. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj).** | 1. The Commission shall be assisted by the committee referred to in Article ~~*[26(1) of Regulation on passenger rights in the context of multimodal journeys]. That committee shall be a committee within the meaning*~~**38** of Regulation (EU) ~~*No 182/2011 of the European Parliament and of the Council****~~ ***2021/782****.<br>_____<br>~~****. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj)*~~<br>****. Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations (recast) (OJ L 172, 17.5.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/782/oj)*** |
| Article 1, first paragraph, point (6), amending provision, Article(2), first subparagraph | | | | |
| 88l | | | **2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.** | 2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 ***of the European Parliament and of the Council***** shall apply.<br>_____ |

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| | | | | ***. Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13, ELI: http://data.europa.eu/eli/reg/2011/182/oj).* |
| Article 1, first paragraph, point (6), amending provision, Article(2), second subparagraph | | | | |
| 88m | | | **Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply.** , | Where the committee delivers no opinion, the Commission shall not adopt the draft implementing act and the third subparagraph of Article 5(4) of Regulation (EU) No 182/2011 shall apply. , |
| Article 1, first paragraph, point (6a) | | | | |
| G 88n | | *(6a) The following Article 16bcc is inserted* | | *(6a) The following Article 16bcc is inserted* G |
| Article 1, first paragraph, point (6a), amending provision, point (1) | | | | |
| G 88o | | ‘ *‘Article 16bcc Penalties* | | ‘ *‘Article 16bcc Penalties* G |
| Article 1, first paragraph, point (6a), amending provision, point (2) | | | | |
| G 88p | | *1. Member States shall lay down the rules on* | | *1. Member States shall lay down the rules on* G |

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| | | ***penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.*** | | ***penalties applicable to infringements of this Regulation and shall take all measures necessary to ensure that they are implemented. The penalties provided for shall be effective, proportionate and dissuasive. Member States shall notify the Commission of those rules and measures and shall notify it without delay of any subsequent amendment affecting them.*** |
| Article 1, first paragraph, point (6a), amending provision, point (2) | | | | |
| 88q | | ***2. In the framework of cooperation referred to in Article 16c the national enforcement body which is competent for the purposes of Article 16 b (4) or (5) shall, at the request of the national enforcement body handling the complaint, investigate the infringement of this Regulation identified by that body and, if necessary, impose penalties. ‘***<br>, | | ***2. In the framework of cooperation referred to in Article 16c, paragraph 1, the national enforcement body, designated under Article 16, or any other competent national authority acting on its behalf may at the request of the body handling the complaint pursuant to Article 16b, investigate an alleged infringement of this Regulation, and, if necessary, impose penalties.***<br>, |
| Article 1, first paragraph, point (7) | | | | |
| 89 | (7) Annex I to this Regulation is added as Annex II. | (7) Annex I to this Regulation is added as Annex II. | *deleted* | ***(7) deleted*** |

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| Article 2 | | | | |
| 90 | Article 2<br>Amendments to Regulation (EC) No 1107/2006 | Article 2<br>Amendments to Regulation (EC) No 1107/2006 | Article 2<br>Amendments to Regulation (EC) No 1107/2006 | Article 2<br>Amendments to Regulation (EC) No 1107/2006 |
| Article 2, first paragraph | | | | |
| 91 | Regulation (EC) No 1107/2006 is amended as follows: | Regulation (EC) No 1107/2006 is amended as follows: | Regulation (EC) No 1107/2006 is amended as follows: | Regulation (EC) No 1107/2006 is amended as follows: |
| Article 2, first paragraph, point (-1) | | | | |
| G 91a | | ***(-1) in Article 2(1), the following point is added :***<br><br>Editorial correction should be considered "points are" | **(-1) in Article 2, the following definition is added:** | (-1) in Article 2, the following ~~*definition is*~~***definitions are*** added: G |
| Article 2, first paragraph, point (-1), amending provision, point (a) | | | | |
| G 91b | | | ‘<br>**(m) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist.**<br>’ | ‘<br>(m) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist. G |
| Article 2, first paragraph, point (-1), amending provision, point (1) | | | | |

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| 91c | | ‘<br>***(la) ‘service quality standards’ means key performance indicators measuring levels of performance and elements of compliance with passengers rights.”*** | | |
| Article 2, first paragraph, point (-1), amending provision, point (1) | | | | |
| G 91d | | ***(lb) “recognised assistance dog” means a dog specifically trained to increase independence and self-determination of persons with disabilities, officially recognised in accordance with applicable national rules, where such rules exist*** | | ***deleted*** G |
| Article 2, first paragraph, point (-1), amending provision, point (2) | | | | |
| G 91e | | ***(lc) ‘accessible format’ means a format that gives a person with disabilities or with reduced mobility access to any relevant information, including allowing such a person to have access to such information as easily and comfortably as a person without any impairments or disabilities, and that meets accessibility requirements defined in accordance with the applicable law, in particular with*** | | ***(lc) ‘accessible format’ means a format that allows persons with disabilities or with reduced mobility access to any relevant information in an equally easy and comfortable manner as persons without impairments or disabilities, and that meets the accessibility requirements defined in accordance with the applicable Union law, in particular Directive (EU) 2019/882 of the*** G |

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| | | ***Annex I to Directive (EU) 2019/882;*** , | | ***European Parliament and of the Council;*** , |
| Article 2, first paragraph, point (1) | | | | |
| 92 | (1) in Article 4 (2), the following sentence is added: | (1) in Article 4 (2), the following sentence is added: | (1) in Article ~~4 (2)~~**4(2)**, the following ~~sentence is~~**subparagraphs are** added: | (1) in Article 4(2), the following subparagraphs are added: |
| Article 2, first paragraph, point (1), amending provision, first paragraph | | | | |
| R 93 | ‘ Air carriers, their agents or a tour operator shall ensure that such an accompanying person travels free of charge and, where practicable, sits next to the person with disabilities or to the person with reduced mobility.; , | ‘ Air carriers, their agents or a tour operator shall ensure that such an accompanying person travels free of charge and, where practicable, sits next to the person with disabilities or to the person with reduced mobility***, if it is necessary for safety reasons for that person to be accompanied during the flight***.~~;~~ , | ‘ ~~Air carriers, their agents or a tour operator shall ensure that~~ Such an accompanying person ~~travels~~**shall be exempted from paying the air fare and, where feasible, shall be seated** free of charge ~~and, where practicable, sits~~ next to the person with disabilities or to the person with reduced mobility.~~;~~ **The air carrier shall clearly inform the person with disabilities or the person with reduced mobility of the remaining costs and their amount to be paid by the accompanying person.** | ‘ Such an accompanying person shall be exempted from paying the air fare and, where feasible, shall be seated free of charge next to the person with disabilities or to the person with reduced mobility. The air carrier shall clearly inform the person with disabilities or the person with reduced mobility of the remaining costs and their amount to be paid by the accompanying person. PCY suggest sticking to the Council's General Approach R |
| Article 2, first paragraph, point (1), amending provision, first paragraph a | | | | |
| G 93a | | | **The air carrier, its agents or the tour operator shall allow the person with disabilities or the** | The air carrier, its agents or the tour operator shall allow the person with disabilities or the G |

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| | | | **person with reduced mobility to modify the name of the accompanying person required without any charge and up to 48 hours before the scheduled time of departure.** , | person with reduced mobility to modify the name of the accompanying person required without any charge and up to 48 hours before the scheduled time of departure. , |
| Article 2, first paragraph, point (3), amending provision, seventeenth paragraph | | | | |
| 116 | Article 14d | Article 14d | *deleted* | ‘ ***Article 14d*** |
| Article 2, first paragraph, point (3), amending provision, eighteenth paragraph | | | | |
| 117 | Cooperation between Member States and the Commission | Cooperation between Member States and the Commission | *deleted* | ***Information about suspected practices of non-compliance*** |
| Article 2, first paragraph, point (3), amending provision, numbered paragraph (1) | | | | |
| 118 | 1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States. | 1. The Member States shall regularly send relevant information concerning the application of this Regulation to the Commission, which will make this information available in electronic form to other Member States. | *deleted* | ***1.*** ***deleted*** |
| Article 2, first paragraph, point (3), amending provision, numbered paragraph (2) | | | | |
| 119 | 2. At the request of the Commission, the national enforcement bodies shall | 2. At the request of the Commission, the national enforcement bodies shall | *deleted* | ***The Commission may alert the national enforcement bodies about specific suspected*** |

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| | investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators and report its findings to the Commission within four months of the request. ' | investigate specific suspected practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators and report its findings to the Commission within four months of the request. | | ***practices of non-compliance with the obligations laid down in this Regulation by one or several air carriers, airport managing bodies and tour operators. Where, in accordance with its powers and procedures under national law, the national enforcement body initiates any investigation, it shall inform the Commission of its findings upon request.*** |
| Article 2, first paragraph, point (3), amending provision, numbered paragraph (2a) | | | | |
| 119a | | ***2a. The Commission shall support dialogue and promote cooperation between Member States concerning national interpretation and application of this Regulation through the Committee referred to in Article 16a.*** | | ***2a. deleted*** |
| Article 2, first paragraph, point (3), amending provision, numbered paragraph (2b) | | | | |
| 119b | | ***2b. The Commission may, where appropriate, adopt guidelines with a view to promote common application and, where necessary, propose amendments to this Regulation to the European Parliament and Council under article 27 of this Regulation.*** | | ***2b. deleted*** |

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| Annex I | | | | |
| 280 | Annex I | Annex I | *deleted* | |
| *Annex I, first paragraph* | | | | |
| *281* | ANNEX 2 | ANNEX 2 | *deleted* | |
| *Annex I, second paragraph* | | | | |
| *282* | MINIMUM SERVICE QUALITY STANDARDS | MINIMUM SERVICE QUALITY STANDARDS | *deleted* | |

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