

**Question for written answer E-001628/2024
to the Commission**
Rule 144
Ioan-Rareş Bogdan (PPE)

Subject: Poor treatment of airline passengers

I welcome the Commission's efforts to uphold the rights of EU citizens and to encourage the adoption of rules to ensure they are compensated when those rights are not respected.

However, I would like to draw attention to the fact that some airlines simply fail to understand that they cannot make profits at any price.

Hundreds of thousands of passengers purchase priority boarding, but are not properly provided with that service, despite their paying an additional sum.

It is unacceptable for people, some with young children or babies, to be crammed into corridors and narrow stairways and to have to wait standing up, for long periods of time, before starting to board.

I would like to know whether such situations are the fault of the airline companies or those responsible for airport services.

Whatever the case, when a service has been paid for it has to be provided, and if that service is not provided then people need to be reimbursed.

What steps will the Commission take to protect European citizens in such situations and to uphold their right to receive a service for which they have paid?

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