

(English version)

**Question for written answer E-003280/25
to the Commission
Virginie Joron (PFE)
(25 August 2025)**

Subject: Justice for airline passengers affected by poor baggage handling and long complaint response times!

The proposed revision of air passenger rights ⁽¹⁾ aims to increase transparency and speed up complaint resolution procedures. Regulation (EC) No 889/2002 ⁽²⁾ implements the Montreal Convention ⁽³⁾, which provides for compensation for loss or delay of baggage ⁽⁴⁾. However, while passengers whose baggage is delayed must submit their complaints within 21 days ⁽⁵⁾ of receiving it, airlines are under no obligation to respond within a certain time period.

In addition, some airlines, including Ryanair, offer bonuses ⁽⁶⁾ to members of staff for each oversized baggage they spot. In its response to a 2023 petition ⁽⁷⁾ complaining about unpredictable hand luggage fees, the Commission stated that passengers must not be charged if these items meet ‘reasonable’ requirements ⁽⁸⁾.

In view of the above:

1. What measures will the Commission put in place to guarantee that airlines respond to baggage claims rapidly?
2. How is the Commission ensuring that airlines implement the aforementioned ‘reasonable size’ principle without charging excessive hand luggage fees?

Submitted: 25.8.2025

**Answer given by Mr Tzitzikostas on behalf of the European Commission
(14 October 2025)**

1. In order to improve compliance by air carriers with the obligations as regards baggage under Regulation (EC) No 889/2002 ⁽¹⁾ the Commission proposed in 2013 ⁽²⁾ to entrust the National Enforcement Bodies for Regulation (EC) No 261/2004 with the enforcement of Regulation (EC) No 889/2002. This proposal is currently being discussed by the co-legislators ⁽³⁾.
2. The Commission acknowledges the potential inconvenience and uncertainty for passengers which may result from the many different hand luggage policies in place at different airlines and for different classes of tickets. The Commission notes that stakeholders have divergent views on what would constitute ‘reasonable’ dimensions and weight for hand baggage as referred to in the judgment in Case C-487/12 ⁽⁴⁾. In the Commission’s view, hand luggage beyond that minimum ‘reasonable’ allowance is subject to the air carriers’ pricing freedom, as enshrined in Article 22 of the Air Services Regulation ⁽⁵⁾. As part of the legislative negotiations on the air passenger rights proposals, both the Council ⁽⁶⁾ and the Parliament ⁽⁷⁾ have proposed minimum standards for hand luggage. If this issue is not resolved as part of the current air passenger rights negotiations, the Commission will consider it in the context of the upcoming review ⁽⁸⁾ of the Air Services Regulation for which the public consultation is currently open.

¹ <https://www.consilium.europa.eu/en/policies/air-passenger-rights/>.

² <https://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX%3A32002R0889>

³ [http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718\(01\);en:HTML](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718(01);en:HTML)

⁴ Ibid Article 22(2).

⁵ Ibid Article 31(2).

⁶ https://www.huffingtonpost.fr/life/article/sur-les-vols-ryanair-vous-aurez-du-mal-a-dissimuler-vos-trop-gros-bagages-voici-pourquoi_252855.html?utm_term=Autofeed&utm_medium=Social&utm_source=Facebook#Echobox=1753184456

⁷ Annex 1

⁸ Ibid Article 3(3).

⁽¹⁾ <https://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX%3A32002R0889>.

⁽²⁾ COM/2013/0130 final.

⁽³⁾ Interinstitutional file 2013/0072 (COD).

⁽⁴⁾ Judgment of 18 September 2014, *Vueling Airlines* (C-487/12), EU:C:2014:2232.

⁽⁵⁾ Regulation (EC) 1008/2008 of the European Parliament and of the Council on common rules for the operation of air services in the Community (Recast), OJ L 293, 31.10.2008, p. 3, ELI: <http://data.europa.eu/eli/reg/2008/1008/oj>.

⁽⁶⁾ Council document 9795/25 ADD 1.

⁽⁷⁾ Parliament procedural file 2023/0437(COD).

⁽⁸⁾ https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14620-Aviation-EU-air-services-rules-revision-_en.