

**Consumer Protection Cooperation (CPC) network action on airlines' COVID-19 related cancellation practices
Implementation table submitted by Vueling**

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[NB: The Commission and CPC authorities may decide to publish this implementation table]

In the context of the CPC network's coordinated investigation into airlines' COVID-19 related cancellation practices, 16 major airlines operating on the EU market have made wide-ranging commitments to clear their reimbursement backlogs, offer cash reimbursement for unused vouchers that had been pushed on consumers in the early stages of the pandemic and better inform consumers about their cancellation-related passenger rights.¹

This implementation table outlines the commitments made by Vueling, the measures taken by Vueling to implement its commitments, the state of play of implementation as well as any issues encountered by Vueling that still need to be resolved in order to achieve full implementation.

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p>1. Clear remaining reimbursement backlog by 1 September 2021</p> <p><i>Which measures did the airline take to clear the backlog of pending reimbursement requests by 1 September 2021? And what was achieved concretely?</i></p> <p><i>In case of remaining problems: Which measures did the airline take to address those problems and clear the remaining backlog of pending reimbursement requests? What is the expected timeline for full implementation?</i></p>	<p>Vueling was already compliant before 1 September 2021.</p>	

¹ [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/en/press-communications/infographic/infographic-airlines-reimbursement-after-flight-cancellations.pdf)

<p>2. Refund passengers within 7 days as required under EU law (at the latest from 1 September 2021 onwards, since there should be no more reimbursement backlog from that date on [see point 1 above])</p> <p><i>Which measure has the airline put in place to allow all passengers to be refunded within 7 days as required under EU law? When was this achieved concretely? What is the current average time of reimbursement (in case it is above 7 days)? In case of remaining problems: Which measures has the airline put in place to tackle those problems and achieve the target of refunding passengers within 7 days and what is the expected timeline for achieving that target?</i></p>	<p>Vueling was already compliant before 1 September 2021.</p>	
<p>3. Provide clear information to consumers about their passenger rights in the event of a flight cancellation by the airline</p> <p><i>How does the airline ensure such clear information in its communication to consumers about their cancellation-related passenger rights? (You may wish to detail by channel of communication, e.g.</i></p>	<p>Vueling informs its passengers about their rights in the event of a flight cancellation:</p> <ul style="list-style-type: none"> - via email sent to passengers notifying them about the reason of the cancellation - on its website: Flight disruption - Vueling 	

<p><i>website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot)</i></p>		
<p>4. Present the different options the passenger has in the event of a flight cancellation by the airline (rerouting, refund in money and – if offered by the airline – refund in a voucher), with equal prominence on the websites, e-mails and other communication to passengers <i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>	<p>In case of a flight cancellation, the customer may choose between: a) the refund in cash within 7 days or in a form of a voucher (10% amount extra) b) re-routing, under comparable transport conditions, to their final destination at the earliest opportunity c) the re-routing, under comparable transport conditions, to their final destination at a later date at the passenger's convenience, subject to availability of seats.</p> <p>All options are presented with equal prominence and refund is offered first in the list of options.</p>	
<p>5. Clearly distinguish in the in the communication to passengers flight cancellations by the airline (and the passenger's ensuing statutory rights) from flight cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline's</p>	<p>When there is a flight cancellation, as said, the passenger immediately receives an email with the reason for the cancellation, the alternatives available, and their passenger rights.</p> <p>When the passenger is the one who wants to cancel their flight, the conditions can be found in the conditions of carriage.</p>	

<p>terms and conditions of carriage) <i>How does the airline ensure that in its communication to passengers there is a clear distinction between flight cancellations by the airline (and the passenger's resulting statutory rights) from cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline's terms and conditions of carriage)?</i></p>		
<p>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead). <i><u>NB:</u> The CPC Network considers that vouchers that were issued by Vueling between 01/03/2020 and 31/12/2020 had been pushed on passengers. Vueling's commitment to offering reimbursement in money therefore concerns all unused</i></p>	<p>All emails including a cash refund option have been sent to customers who had a flight issued by Vueling between 01/03/2020 and 31/12/2020 .</p>	

<p><i>vouchers that were issued by Vueling during 01/03/2020 and 31/12/2020</i></p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p> <p><i>Has this information campaign been completed and which results had been achieved by the end of 2021?</i></p> <p><i>In case the airline encountered any problems: Which measures has the airline put in place to tackle those problems?</i></p>		
<p>7. Inform passengers about the possibility of requesting a refund directly from the airline and any conditions for requesting a direct refund on their websites, for passengers who booked their flights through an intermediary and are experiencing difficulties</p> <p><i>How does the airline assist passengers having difficulties obtaining a refund from the intermediary they bought their ticket from? How this is reflected in the relevant communication to passengers? (Please break down by channel of communication, e.g. website, routines for call centre,</i></p>	<p>When a flight is cancelled, customers receive an email with the possibility to self-manage their refund request on www.vueling.com even if they booked through intermediaries.</p>	<p>As of the 31st March, customers will be able to request a refund via bank tranfer even in the case of a booking done by the intermediary's method of payment.</p>

<i>instructions in self-management tools, chatbot, ...)</i>		
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