

## Consumer Protection Cooperation (CPC) network action on airlines' COVID-19 related cancellation practices

### Implementation table submitted by TAP Air Portugal

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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.<sup>1</sup>

This implementation table outlines the commitments made by TAP, the measures taken by TAP to implement its commitments, the state of play of implementation as well as any issues encountered by TAP 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><b>1. Clear remaining reimbursement backlog by 1 September 2021</b></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>Increase team capacity.</p> <p>Implementation of a new module - ATC Refunds - that automates the most complex part of the refund process.</p>	<p>Fully implemented.</p>

<sup>1</sup> [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://european-council.europa.eu/media/en/press-operations/infographic-116366.pdf)

<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><b>2. Refund passengers within 7 days</b> 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?</i></p> <p><i>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>Increase team capacity.</p> <p>Implementation of ATC Refunds that automates the most complex part of the refund process.</p> <p>Implementation of mechanisms to obtain passengers' bank details whenever they are no longer valid or can no longer be accessed by the company.</p>	<p>Implemented for 94,2% of the requests.</p> <p>The situations without available or valid passenger bank details are taking longer than the 7 days.</p>

<p><b>3.</b> Provide clear <b>information</b> to consumers about their <b>passenger rights</b> 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. website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot, ..)</i></p>	<p>In the event of a flight cancellation, a notification is sent to the passenger, provided their contact information is available and correct in the reservation information. This notification describes the passenger's rights and how to exercise them.</p> <p>On flytap there are pages where the terms and conditions of the booking, the regulations, and the passengers' rights are described.</p>	<p>Fully implemented.</p>
<p><b>4. Present</b> the different options the passenger has in the event of a flight cancellation by the airline (<b>rerouting, refund in money</b> and – if offered by the airline – refund in a voucher), <b>with equal prominence</b> on the websites, e-mails and other communication to passengers</p> <p><i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented</i></p>	<p>The refund request flow presents the passenger with the 3 options available in the same menu (Rerouting, Voucher Refund or Refund in the original payment method)</p>	<p>Fully implemented.</p>

<p><i>with equal prominence?</i></p>		
<p><b>5. Clearly distinguish</b> in the in the communication to passengers <b>flight cancellations by the airline</b> (and the passenger’s ensuing statutory rights) <b>from flight cancellations by the passenger</b> (and possible contractual rights that the passenger may have in those cases under the airline’s terms and conditions of carriage)</p> <p><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>In the event of a flight cancellation, a notification is sent to the passenger, provided their contact information is available and correct in the reservation information.</p> <p>When the passenger voluntarily decides that he/she does not want to travel, he/she follows the flow of requesting a refund for his/her trip and receives an email with proof of his/her request.</p>	<p>Fully implemented.</p>
<p><b>6. Offering reimbursement in money to passengers</b></p>	<p>The refund request flow presents the passenger with the 3 options, on the</p>	<p>Fully implemented.</p>

<p><b>holding unused vouchers</b> that had been <b>pushed on them</b> (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><i>NB: The CPC Network considers that vouchers that were issued by TAP between 01/03/2020 and 18/05/2020 had been pushed on passengers. TAP's commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by TAP between 01/03/2020 and 18/05/2020.</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</i></p>	<p>same page and with the same prominence (Rerouting, Voucher refund or Refund in original form of payment).</p>	
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<i>problems?</i>		
<p><b>7. Inform passengers about the possibility of requesting a refund directly from the airline</b> and any conditions for requesting a direct refund on their websites, for passengers <b>who booked their flights through an intermediary</b> 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, instructions in self-management tools, chatbot, ...)</i></p>	<p>The refund request flow presents the passenger with information about the acceptance of refund requests for bookings that have been made through intermediaries.</p> <p>TAP accepts requests from all passengers who have evidence and/or claim that they are unable to contact or obtain their refund through the intermediary.</p>	Fully implemented.