

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

### Implementation table submitted by Brussels Airlines

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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 Brussels Airlines, the measures taken by Brussels Airlines to implement its commitments, the state of play of implementation as well as any issues encountered by Brussels Airlines 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</i></p>	<p>Brussels Airlines NV/SA cleared its remaining reimbursement backlog as of September 2021.</p>	

<sup>1</sup> [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://europa.eu)

<p><i>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><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</i></p>	<p>Brussels Airlines NV/SA handles the refunds' request submitted by the passengers affected by a flight cancellation in less than 1 day as of September 2021.</p>	

<p><i>for achieving that target?</i></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>Brussels Airlines NV/SA provides clear information to passengers about their passenger rights in the event of a flight cancellation.</p> <p>Passengers receive e-mail and SMS communications with reference to their rights as per Regulation 261/2004.</p> <p>Further information are available here:</p> <p><a href="https://www.brusselsairlines.com/en-at/misc/passenger-rights-information.aspx">https://www.brusselsairlines.com/en-at/misc/passenger-rights-information.aspx</a></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>Brussels Airlines NV/SA presents all the options (re-routing and refund in money) available to passengers in the event of a flight cancellation with <b>equal prominence</b> both on Brussels Airlines' website and in the communications (e-mails) sent to the affected passengers.</p>	

<p><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><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>Brussels Airlines NV/SA improved its communications to customers on all channels and is continuously reviewing information provided to passengers.</p> <p>Brussels Airlines NV/SA distinguishes in the communications to the passengers flights cancellations made by the airline from cancellations made by the passengers.</p>	

<p><b>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them</b> (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><u>NB:</u> The CPC Network considers that vouchers that were issued by Brussels Airlines had been pushed on passengers from 1 April 2020 until and including 31 August 2020. Brussels Airlines’ commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by Brussels Airlines between 1 April 2020 and 31 August August 2020.</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</i></p>	<p>Brussels Airlines NV/SA never pushed vouchers to passengers affected by a flight cancellation but offered the possibility to keep the reservation open and to opt for a new booking at a later stage via the Flight Value Voucher or ticket on hold products.</p> <p>This option did not affect the right of the passenger to be refunded at a later stage as clearly mentioned here:  <a href="https://faq.brusselsairlines.com//en/corona-virus-en/i-applied-for-a-flight-voucher-but-would-prefer-to-have-a-refund-now-is-this-possible">https://faq.brusselsairlines.com//en/corona-virus-en/i-applied-for-a-flight-voucher-but-would-prefer-to-have-a-refund-now-is-this-possible</a></p> <p>Brussels Airlines NV/SA contacted all passengers holding a Flight Value Voucher or a Ticket on hold with an active PNR informing them of the possibility to opt for a refund.</p>	

<p><i>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><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>Brussels Airlines NV/SA refunds passengers who are entitled for a refund, regardless of how they purchased their ticket.</p> <p>As requests are handled on a case-by-case basis, there is no default routine to handle intermediary bookings in a specific way. If a customer is eligible for a refund, he/she will be reimbursed in compliance with Regulation 261/2004.</p>	

